

Best Practices & Lessons Learned:

Strategies to end homelessness

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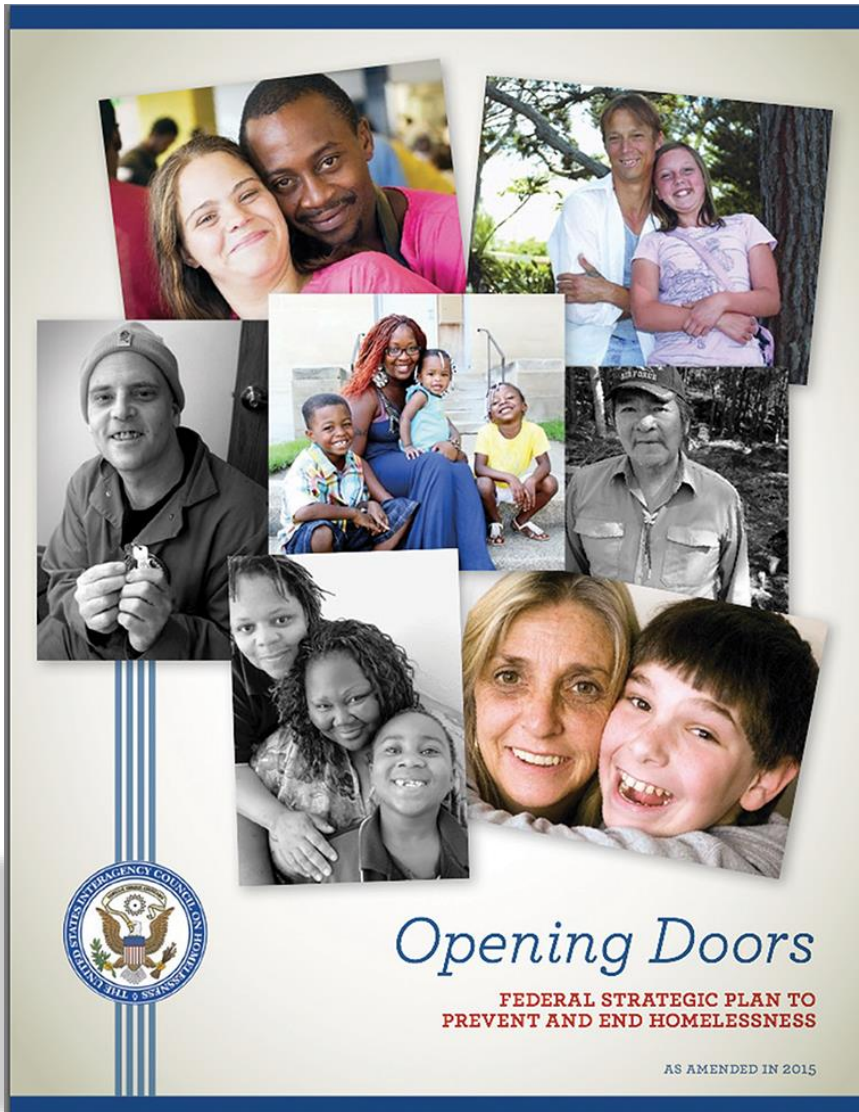
The collective for impact


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“Since the launch of Opening Doors, nationally there has been a 10% reduction in overall homelessness.”



A photograph of Michelle Obama speaking at a podium. She is wearing a white sleeveless top with a black and white geometric pattern. She is gesturing with her right hand, pointing upwards. A microphone is visible in front of her. The background is a blurred blue and orange light.

“Ending Veteran homelessness doesn’t mean we’ll never see a Veteran on the street,” Mrs. Obama said. “That’s an unfortunate reality. It means when someone does experience a housing crisis, we will be prepared to get them back into a home right away and for good.”

First Lady Michelle Obama in New Orleans, April 20, 2015



What Does Ending Homelessness Mean?

An **end to homelessness means** that every community will have a systematic response in place that ensures homelessness is prevented whenever possible, or if it can't be prevented, it is a rare, brief, and non-recurring experience.

Specifically, every community will have the capacity to:

- Quickly identify and engage people at risk of and experiencing homelessness.
- Intervene to prevent the loss of housing and divert people from entering the homelessness services system.
- When homelessness does occur, provide immediate access to shelter and crisis services, without barriers to entry, while permanent stable housing and appropriate supports are being secured, and quickly connect people to housing assistance and services—tailored to their unique needs and strengths—to help them achieve and maintain stable housing.

Achieved Functional End to Veteran Homelessness

Albany, NY	Montgomery County, MD
Biloxi, MS	New Orleans, LA
Connecticut	Philadelphia, PA
Cumberland County/Fayetteville, NC	Reading/Berks County, PA
Daytona Beach/Volusia County, FL	Rochester, NY
Des Moines, IA	Rockford, IL
Flagler County, FL	San Antonio, TX
Houston, TX	Saratoga Springs, NY
La Cruces, NM	Schenectady, NY
Lancaster City and County, PA	Syracuse, NY
Las Vegas, NV	Troy, NY
Lynn, MA	Virginia
Mississippi Gulfport/Gulf Coast Regional CoC	Winston-Salem, NC
Mobile, AL	

Connecticut sees an end to chronic homelessness in 2016



Connecticut has about 1,000 chronic homeless, including veterans, down from 10,000 a decade ago, a reduction that anti-poverty workers attribute to a smarter national approach and increased resources committed locally by the Malloy administration

Connecticut – 1st state to end homelessness among Veterans

- Key initiatives:
 - Mayor's Challenge
 - 100-Day challenge
 - Zero 2016
- State built the infrastructure, through a network of partnerships and investments.
- Reaching Home Campaign's Veterans Workgroup:
 - VA Connecticut Healthcare System (VACT)
 - Connecticut Department of Housing (DOH)
 - Connecticut Veterans Project (CTVP)
 - U.S. Department of Housing and Urban Development's Hartford Field Office (HUD)
 - Connecticut's Supportive Services for Veteran Families (SSVF) grantees,
 - Connecticut Coalition to End Homelessness (CCEH),
 - Connecticut Department of Veterans' Affairs (DVA),
 - Partnership for Strong Communities (PSC),
 - Connecticut Department of Correction (DOC), and
 - Connecticut Department of Labor (DOL)

Utah Ends Chronic Homelessness

- Utah Homeless Coordinating Committee
 - Established measurable plan to end chronic homelessness
 - Lead statewide implementation of Housing First practices
 - Directed state and federal funds to providers for proven practices
 - Held state agencies, communities, and providers accountable to achieve results



How Virginia Reduced Family Homelessness by 25% in 4 Years

- Encouraged buy-in and commitment from influential leadership.
- Created financial incentives for shifting to Rapid Rehousing.
- Defined and rewarded high performance.
- Communicated early and often.
- Built provider capacity to deliver Rapid Rehousing.
- Helped communities analyze their resource investments.



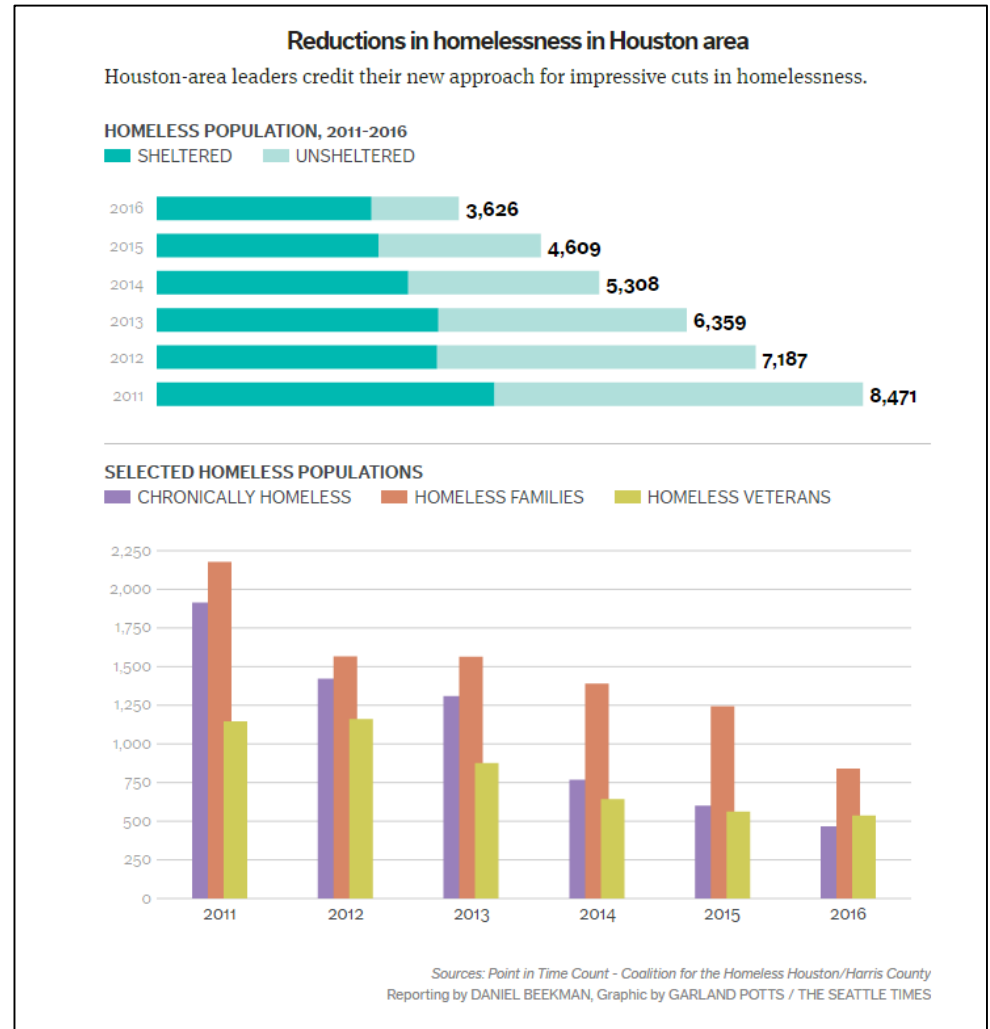
Heading Home Minnesota

A coordinated public-private partnership to end homelessness

- **Minnesota is getting closer to ending homelessness**
 - The 2015 point-in-time count saw a 10 percent drop since 2014 in homelessness among all Minnesotans, the first such year-over-year decline since 2011.
 - A 17 percent decline was registered last year in homelessness among families with children, a cohort among whom homelessness had been climbing since the Great Recession.
- **What changed?**
 - better coordination of services that can be brought to bear to either prevent the imminent loss of a home or remedy that loss soon thereafter. That, plus an infusion of state funds: the 2014 Legislature invested \$110 million via both housing and general-obligation bonds to create or preserve more than 4,000 units of affordable housing.

Reductions in Homelessness in Houston

- While the city spends several million dollars in municipal-bond funds each year on homelessness, Houston's shelters are largely funded by private entities, such as churches and foundations.
- The city also streamlined existing federal money spent on affordable housing into building permanent housing.



Best Practices – service delivery

- Individualized approaches that are asset-based
- Trauma informed care and approaches
- Housing First (all levels)
 - Low barrier admission
 - Assertive engagement
 - Quick rehousing as primary focus
- Motivational interviewing
- Assertive Community Treatment
- Critical Time Intervention
- High Fidelity Wraparound Services
- Early Childhood Home Visiting Programs

Best Practices – program models

- Diversion
- Rapid Rehousing with progressive engagement
- Permanent Supportive Housing
- Alternatives to criminalization
- SOAR

Community Engagement Strategies

- 100,000 Homes Campaign
- Rethink Homelessness (Orlando Florida)
- Zero 2016
- Mayor's Challenge to End Veterans Homelessness
- Collective Impact
- 100 vets in 100 days

Best Practices: System & Community

- Using data for system planning and resource allocation
- Coordinated Entry
- Coordinated outreach
- Housing First – as system and across all programs
- By Name lists and housing prioritization
- Landlord engagement
- Criminal justice triage tools and frequent user programs
- Public Housing Agencies and Multi-Family Housing partnerships

Emerging Practices & Innovations

- Health & Housing including Medicaid strategies
- Pay for Success
- Youth - cross sector collaboration; USICH Youth Framework; Voices of Youth Count
- Employment and training – Partnerships Summit to end homeless through integration of employment and training
- Children: Access to early childhood education and school partnerships
- Equal access regardless of sexual orientation or gender identify
- Partnerships with Child Welfare and Housing organizations

Critical Success Factors

- Fully operational **local system** that:
 - has a goal to make homelessness rare, brief, and one time;
 - focuses on **housing solutions** like rapid rehousing, permanent supportive housing and Housing First practices;
 - **uses data** to track progress and monitor performance;
 - **invests only in proven solutions** to homelessness; and
 - **directs sufficient resources** from the public and private sector to right-size the system and programs to be sufficient to match the community's unique needs.

“ending homelessness not only is the right thing to do, it makes economic sense.”

