WORKING TOGETHER TO END HOMELESSNESS

Susan Pourciau, Director of Homeless Training and Technical Assistance, Florida Housing Coalition

Volusia-Flagler Stakeholder Meeting
July 21, 2016
Florida Housing Coalition – We are a nonprofit provider of technical assistance and training throughout the state.

We specialize in ending homelessness, effective consolidated planning, building and preserving affordable housing, etc.

We contract with the State of Florida, local governments, and nonprofit organizations.
WHO WE ARE AND OUR ROLE

Susan Pourciau – Statewide Director of Homeless Training and Technical Assistance for FHC

My role today is to: (1) share *proven* solutions to homelessness, and (2) facilitate this stakeholder meeting.

I have operated the following types of homeless programs:

– Homelessness prevention and diversion
– Outreach
– Emergency shelters (both “Come As You Are” and more restrictive shelters)
– Transitional housing
– Rapid rehousing
– Permanent supportive housing
– Veterans programs
– Family programs
– Programs for those who are chronically homeless

I have much experience reading research, analyzing data, visiting programs across the nation, and helping communities change direction to create more effective systems to address homelessness.
“FIRST THOUGHT” EXERCISE
What is your primary motivation for wanting to address homelessness?

1. Our constituents demand a response – 32%
2. It’s hurting businesses and economy – 26%
3. Everyone has a right to housing – 21%
4. It’s costing the community money – 16%
5. It doesn’t reflect our values – 5%
Regardless of the “why,” we all want to reduce homelessness.

The question is: What is the best way to reduce homelessness?
OVERVIEW

• Homelessness in Volusia-Flagler

• Homeless Assistance Systems: Best Practices

• Recommendations
ONE-DAY HOMELESSNESS IN VOLUSIA-FLAGLER FROM PIT COUNTS

2011: 2210
2012: 2384
2013: 2176
2014: 1633
2015: 1325
2016: 1005
WHAT PERCENTAGE OF PEOPLE HOMELESS IN VOLUSIA/FLAGLER ARE IN FAMILIES?

1. 10%
2. 25%
3. 50%
4. 75%
**Single Individuals & Persons in Families**
*(Source: 2016 PIT Data)*

- **Families**: 256 (25%)
- **Individuals**: 749 (75%)
POLL:

WHAT PERCENTAGE OF PEOPLE HOMELESS IN VOLUSIA/FLAGLER ARE CHRONICALLY HOMELESS*?

1. 5%
2. 12%
3. 22%
4. 52%

* “Chronically homeless” means, generally speaking, someone who has been homeless over a year and has a disability.
CHRONIC HOMELESSNESS AMONG INDIVIDUALS
(SOURCE: 2016 PIT DATA)

Chronic: 210 (22%)
Not Chronic: 795 (78%)
VETERAN HOMELESSNESS

SOURCE: 2011 & 2016 PIT

153 in 2011

36 in 2016
KEY COMPONENTS OF AN EFFECTIVE HOMELESS CRISIS RESPONSE SYSTEM

• **Diversion** – to find reasonable alternatives to entering the homeless system

• **Street/Camp Outreach** – effective assertive engagement focused on housing

• **Emergency Shelter** – low barriers to entry, low service requirements, quick access to permanent housing, housing-focused services

• **Rapid Rehousing** – quick placement into rental units with leases; short-term financial assistance and support services

• **Permanent Supportive Housing** – quick placement into rental units; long-term financial assistance and support services
HOMELESS ASSISTANCE SYSTEM: HOUSING SOLUTIONS

Adapted from OrgCode
# Matching Housing Solutions to Homeless Needs

<table>
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<tr>
<th>Type of Solution</th>
<th>Target Population</th>
<th>Type of Assistance</th>
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| Housing First (aka Permanent Supportive Housing) | Chronically homeless (long-term homeless with disabilities); high barriers to housing stability | Long-term rent assistance  
Long-term support services and intensive case management |
| Rapid Rehousing                   | Most episodically homeless; moderate barriers to housing stability                 | Short-term rent assistance  
Short-term support services |
| General Housing Assistance        | Most first-time homeless and some episodically homeless; low barriers to housing stability | Assistance finding affordable housing and getting connected to mainstream resources |
If you were homeless, where would you want to go?

1. Friends or family – 89%
2. Affordable apartment – 69%
3. Emergency shelter in town – 27%
4. Emergency shelter out of town – 20%
5. Car, tent, etc. – 0%

Note: % represent the number that chose as #1 or #2 choice
WHAT HOUSING HELP IS NEEDED?

1000 Homeless

- 250 in Families (estimate 80 families)
- 750 Singles

40 Need general housing guidance to get into rental units

- 200 Need Permanent Supportive Housing rental units

- 225 Need Rapid Rehousing help to get into rental units

- 225 Need general housing guidance to get into rental units
KEY ELEMENTS OF AN EFFECTIVE HOMELESS CRISIS RESPONSE SYSTEM

- Housing first orientation
- Coordinated entry and common assessment (e.g. VI-SPDAT)
- Immediate and low-barrier access to shelter and services
- Collaboration
- System-wide standards of care
- System-wide data-driven decision making based on objective performance measures related to housing outcomes
- Effective Homeless Management Information System (HMIS)
How much could a Housing First model save Volusia/Flagler in emergency services?

1. $500,000
2. $2 million
3. $3 million
4. $6 million
HOUSING FIRST: WHAT AND WHY?

• Help people move into rental housing with a lease *as soon as possible*
  – *After* they are housed, provide support services as needed and desired

• Don’t extend their homelessness by trying to provide services *prior* to housing. It doesn’t work as well! And it is more expensive!

• Housing first can save the community on average $30,000 per *chronically homeless* person in emergency services costs annually
  – For V-F this is **$6,000,000 a year**
Housing First helps people who are homeless move into **permanent housing** quickly, **without** preconditions, barriers to entry, or barriers to continued housing.

“Housing First” is **not** “Housing Only”

Supportive services are offered following move-in to maximize **housing stability** and returns to homelessness.
THE “HOUSING READY” OR “SERVICES FIRST” APPROACH

Outdoors ➔

Emergency Shelter & Services ➔

Transitional Housing & Services ➔

Permanent Housing!
THE HOUSING FIRST APPROACH

Outdoors ➔ Permanent Housing & Services

Emergency Shelter ➔ Permanent Housing & Services
DOES IT WORK?

YES

↑ High housing stability rates
↑ Improved mental health

↓ Reduced drug and alcohol use
↓ Low returns to homelessness
↓ Significant reductions in the cost of using emergency assistance and crisis services

SAMHSA’s National Registry of Evidenced-based Programs & Practices
But what about . . .

Emergency shelters and homeless service centers? Where does that fit in?
WHAT IS THE MOST IMPORTANT SERVICE TO BE PROVIDED DURING EMERGENCY SHELTER?

1. Substance abuse counseling
2. Employment services
3. Applying for benefits (SSDI, SNAP, Medicaid)
4. Help finding and renting an apartment
POLL

HOW LONG SHOULD PEOPLE STAY IN EMERGENCY SHELTER?

1. Up to 30 days
2. Up to 60 days
3. Up to 180 days
4. As long as they need to address their problems
THE ROLE OF EMERGENCY SHELTER IN A GOOD HOMELESS SYSTEM

• Should be used only as a very temporary bridge to finding rental units
  – What’s “temporary”? Under 30 days.

• Should be only large enough to hold the number of people that can be housed in 30 days
  – In V-F, assuming a robust rapid rehousing program, that might be 60-100 beds

• “Case management” should be housing-focused, not services-focused
  – Should not get distracted by coordinating or offering “wraparound services” – focus on housing
PRE-MEETING SURVEY

IF YOU COULD DIRECT $1 MILLION PER YEAR TO COMBAT HOMELESSNESS, HOW WOULD YOU INVEST?

1. Help people get into apartments, provide services – 83%
2. Create more affordable housing – 65%
3. Provide more services for people on the street – 33%
4. Create and operate more emergency shelter – 24%

Note: % represent the number that chose as #1 or #2 choice
SIX RECOMMENDATIONS

1. Create a collaborative plan for the next three years to create an appropriate balance of shelter, rapid rehousing, and permanent supportive housing.

2. Create a “Funders Advisory Council” for the Commission on Homelessness to help implement the collaborative plan.

3. Commit to a community-wide “housing first” approach – low barriers to assistance, reduced service requirements, and quick placement into rental units. (Note: This will require sufficient housing, rapid rehousing funding, and the right policies by service providers.)
**Six Recommendations**

4. *Do not over-invest in emergency shelter* facilities and operations. You need to balance investments in all aspects of the system: outreach, ES, rapid rehousing, and affordable housing.

5. *Do not over-invest in pre-housing case management.* Most support services should be provided after housing, not before. The only pre-housing “case management” that should be provided is the help necessary to find and move into an apartment.

6. *Increase stock of rental units* that very-low-income households can afford
PRESENTATIONS

City of DeLand
City of Daytona Beach
Volusia County
POLLS AND CONSENSUS BUILDING
POLL

Do you support the City of Deland position?

1. Yes
2. No
3. Unsure
Do you support the City of Daytona Beach position?

1. Yes
2. No
3. Unsure
DO YOU SUPPORT THE
VOLUSIA COUNTY POSITION?

(Currently invests in intervention and prevention of homelessness. County wants to limit additional expenditures on capital investment.)

1. Yes
2. No
3. Unsure
Poll

How many emergency shelter beds for members of families should be added?

1. None
2. 50-100
3. 100-200
4. 200-300
HOW MANY EMERGENCY SHELTER BEDS FOR SINGLE ADULTS SHOULD BE ADDED?

1. None
2. 50-100
3. 100-200
4. 200-300
WHAT SHOULD THE PRIMARY FOCUS OF EMERGENCY SHELTER BE?

1. Behavioral health (SA/MH) counseling
2. Employment services
3. Food and beds
4. Help finding and renting apartment
5. Jail diversion (using ES as a place to take people who are violating minor ordinances (loitering, etc.), rather than taking them to jail)
DO YOU SUPPORT THE IDEA OF EXPANDING RAPID REHOUSING ASSISTANCE (HELP PEOPLE GET INTO APARTMENTS AND THEN PROVIDE SUPPORT SERVICES)?

1. Yes
2. No
3. Unsure
POLL

Do you support the idea of expanding permanent supportive housing for those who are chronically homeless (help them get into apartments and then provide support services)?

1. Yes
2. No
3. Unsure
POLL

Do you support the idea of housing first as described here?

1. Yes
2. No
3. Unsure
POLL

VOLUSIA-FLAGLER EFFECTIVELY ENDED VETERAN HOMELESSNESS.

DO YOU SUPPORT USING THE SAME APPROACH FOR NON-VETS WHO ARE HOMELESS?

1. Yes
2. No
3. Unsure