

TRANSFORMING THE HOMELESS SYSTEM OF CARE

WASHTENAW COUNTY, MI



CONTINUUM OF CARE CONTACT INFORMATION

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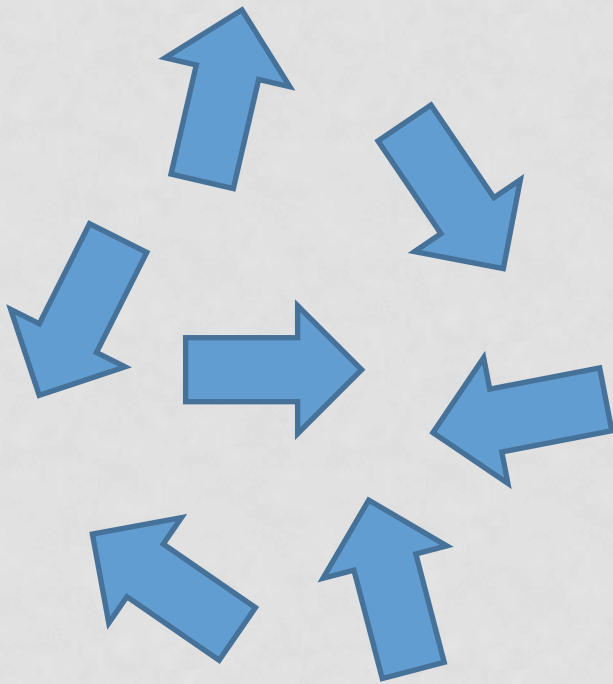
@WashtenawOCED

WASHTENAW COUNTY, MI

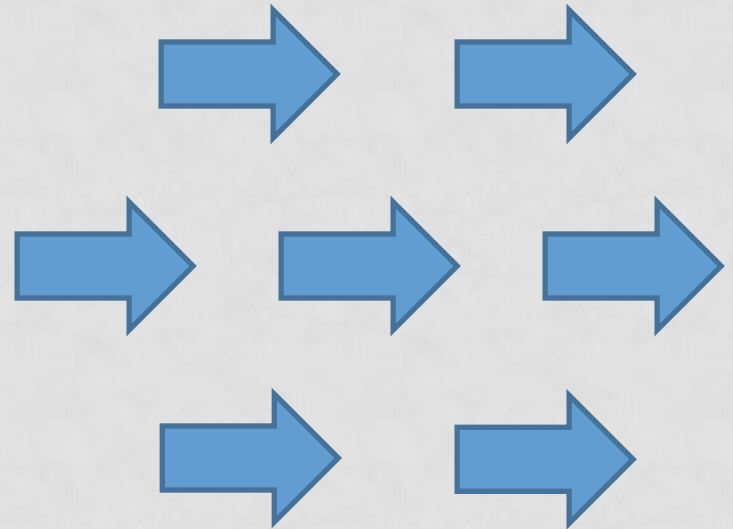
- Total Population: 344,791
 - Ann Arbor: 113,934
- CoC Allocation :
 - ~\$5.2 million
- PIT Count 2015:
 - 292 Sheltered
 - 80 Unsheltered
- PIT Count 2013:
 - 344 Sheltered
 - 166 Unsheltered



SYSTEM CHANGE?



VS



CHANGE IS SLOW.

- 2004 – **Blueprint created** (17 workgroups at one point!)
- 2007 – CoC staff tried (and failed) to get agencies to document **their program funding for all homeless services with an eye toward systems change**
- 2009 – Local public sector **funders align resources to HUD outcomes**
- 2010 – **Funding Review Team** of CoC begins rigorous review process of CoC grantees
- 2011 – Local private sector funders join public sector in aligning funding & ESG funding **reallocated to create centralized intake**
- 2012 – **Awarded CSH Social Innovation Fund** grant for FUSE (Frequent Users Systems Engagement)
- 2013 – **Centralized intake redesigned**, moved to new agency
- 2014 – **CoC reallocates half of funding to PH**, local funders allocate resources to support RRH for individuals, **Zero: 2016**
- 2015 – CoC **receives \$650,000 bonus PSH project**

CREATING THE BLUEPRINT

- Brought together the provider community, **growing from 8 original agencies to over 30+ today**
 - A broad array of non-profit agencies and mandated services agencies working together for the first time
- In 2004, **over 300 community members** participated in 17 workgroups
- Examples of Community Partners:
 - Washtenaw County, City of Ann Arbor, City of Ypsilanti
 - Non-profit providers
 - University and hospital system members
 - Community champions from the private sector



BLUEPRINT GOALS

- **Prevention**

- Prevent homelessness through easy, early access to needed resources and services

- **Housing with Services**

- Ensure permanent affordable housing along with reliable funding for services that are central to ending homelessness
 - Goal: Create 500 units of permanent supportive housing

- **Reforming the System of Care**

- Provide a system of care that delivers compassionate, effective and efficient support for people who are homeless or precariously housed

- **Engaging the Community**

- An engaged community where people understand the moral and practical sense to strategies that will end homelessness in Washtenaw County



COMMUNITY SUCCESSES

2004 – PRESENT

- Project Outreach Team (**PORT**) & JPORT
- Housing Access for Washtenaw County (**HAWC**)
- Frequent Users of Systems Engagement (**FUSE**) initiative
- Preserved **over 400 units** of affordable housing
- **\$2M+ Endowment** for Services for Supportive Housing
- **Shared outcome measures** to benchmark achievements
- Homeless Management Information System (**HMIS**) and community-wide data sharing
- **Engagement Center**
- **Housing First & Rapid Re-housing**
- And many more...

BARRIER BUSTERS

- Founded in 2004, Barrier Busters is a group of **over 60 social service provider agencies**
- Each member agency identifies at least one point of contact - their “**Barrier Buster**” - and facilitates case management and resource access between member agencies
- Member agencies also have access to the **Barrier Busters Emergency Unmet Needs Fund**



FUNDING PROCESS CHANGES

2009 – 2011

- Integrated funding (Public sector)
- Funding Review Team process (CoC)
- Coordinated Funding (Public Private Sector)
- ESG Reallocation (MSHDA)



INTEGRATED FUNDING MODEL

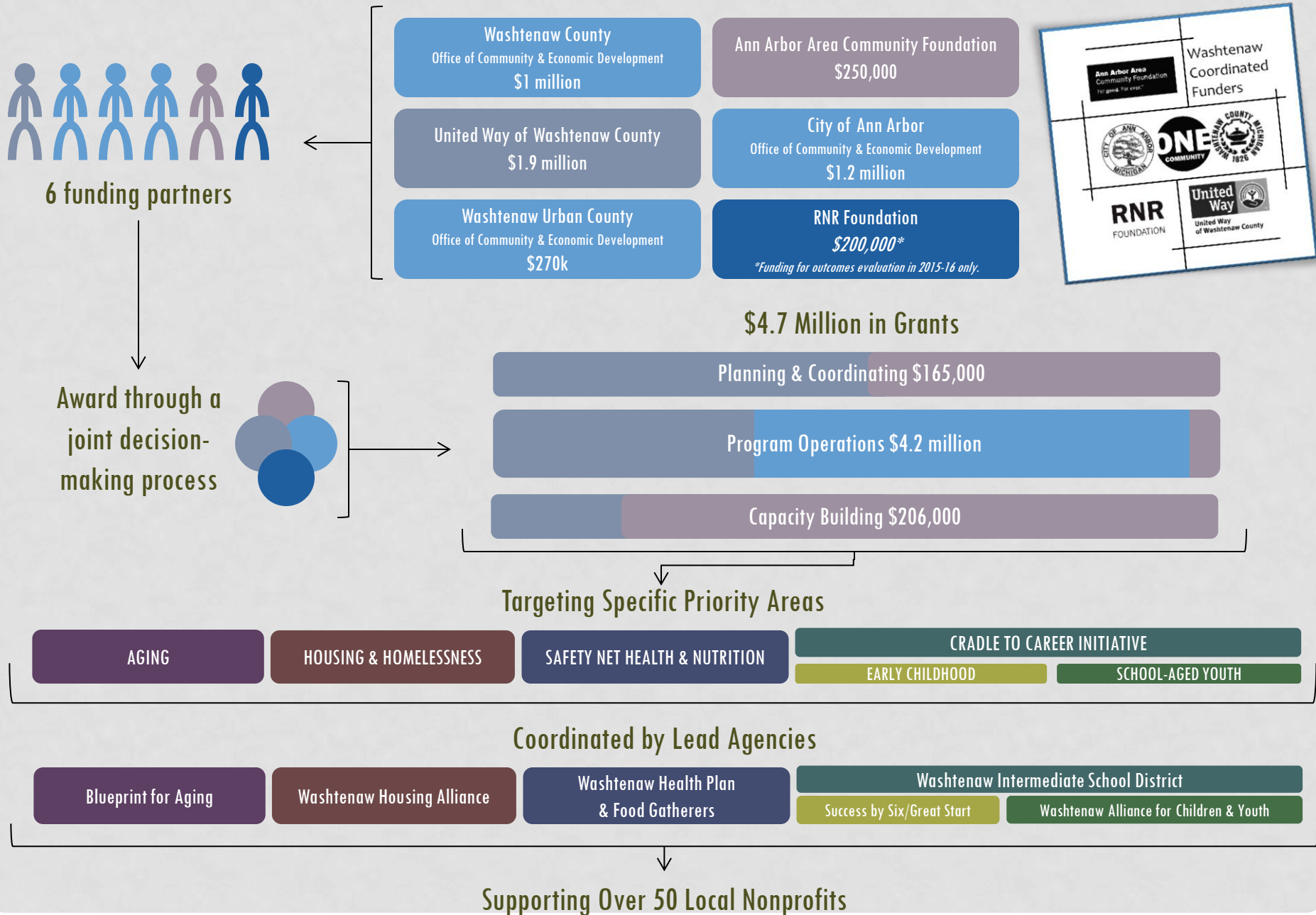


FUNDING REVIEW TEAM PROCESS

- Creation of CoC Committee
 - Funders
 - Community members
 - CoC Non-funded agencies
 - CoC staff
- Detailed review of each renewal project
 - Financial
 - Programmatic
 - HMIS
- Completes ranking for CoC competition
- FRT Report documenting:
 - Process
 - Findings
 - Recommendations



A Coordinated Funding Approach *to meet the needs of our community's most vulnerable*



COMMUNITY OUTCOMES: EXAMPLE

**Reduce the number of people
who are experiencing
homelessness.**



**Strategy #1:
Homelessness
Prevention**

**Strategy #2:
Emergency
Shelter,
Transitional
Housing and/or
Homelessness
Outreach**

**Strategy #3:
Rapid
Rehousing
(RRH)**

**Strategy #4:
Permanent
Supportive
Housing (PSH)**

COMMUNITY OUTCOMES: EXAMPLE

Strategy #4: Permanent Supportive Housing (PSH)

Program Outcome:
Increase number of
people who remained
stably housed for 6
and 12 months after
service intervention,
as measured by HMIS.

Program Outcome:
Increase exits to
permanent and/or
positive housing
(including RRH and
PSH), as measured by
HMIS.

Program Outcome:
Increase or maintain
income and/or
benefits, as measured
by HMIS.

ESG REALLOCATION TO CENTRAL INTAKE

- Good Cop/Bad Cop
- Simplification of resource distribution:
 - 2009: 8 agencies
 - 2015: 1 agency
- NOT just about reducing funded agencies
- Community was committed to allocating resources where they were needed



TAKING BIG RISKS

2012 - 2015

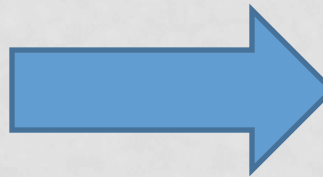
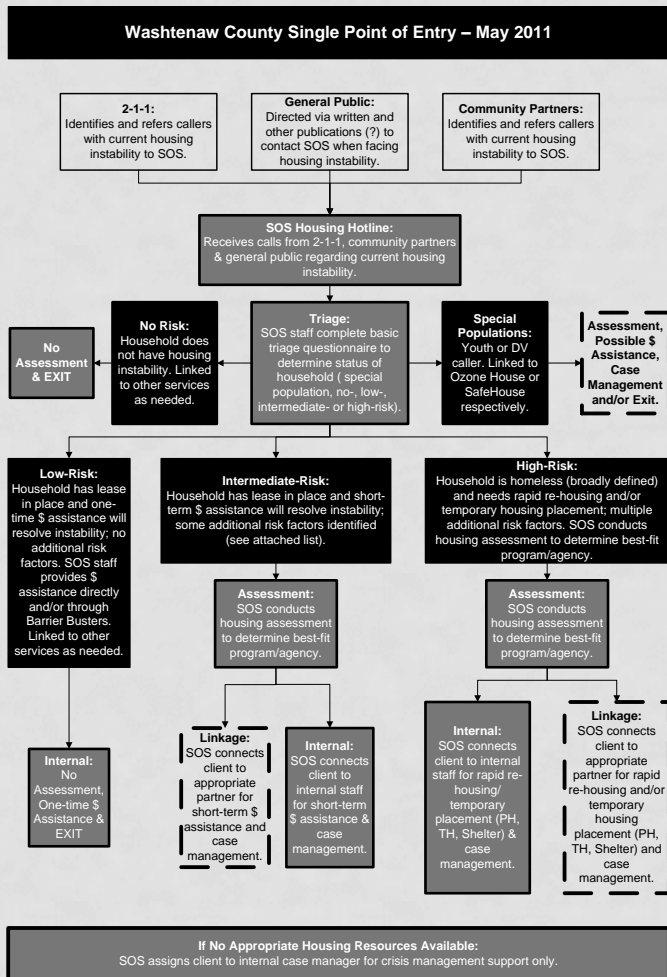
- FUSE Award
- Centralized intake redesign
- Reallocation (CoC)
- Zero:2016
- PSH Bonus x 2



FUSE

- **5-year national effort led by CSH** to pilot supportive housing linked to coordinated health care for high utilizers of crisis health services and homeless system
- **Goals:**
 - Increase health and housing stability for high-need, high-cost individuals with chronic health challenges
 - Develop a replicable model for integrating housing with care management and health services
 - Build compelling evidence of the model's impact on housing, health, and public costs
 - Design a policy blueprint for linking mainstream housing and health resources/payment systems (Medicaid) to scale models

CENTRALIZED INTAKE: 2011



CENTRALIZED INTAKE: 2015

for all housing needs...

HOUSING ACCESS FOR WASHTENAW COUNTY

CALL HAWC



734.961.1999

HAWC staff determines if caller is...



Housed...

but in need of more affordable housing and resources to avoid facing homelessness

Information & Referrals

Callers could receive:

- >Information & referrals to other resources
- >Affordable housing list
- >Mediation to resolve housing issue with landlord, family, or others



At Imminent Risk...

of homelessness. Will lose primary nighttime residence within 14 days (HUD category 2)

Prevention & Diversion

1. Callers may be scheduled for a face2face assessment

2. Callers could receive:

- >Mediation to resolve housing issue with landlord, family, or others
- >Financial assistance
- >Help navigating all housing options



Homeless...

lives in a place not meant for human habitation, shelter, transitional housing, or hotels paid by organization/ government (HUD category 1)

Housing Program Prioritization

1. Caller receives a face2face assessment, VI-SPDAT, and screening for Homeless Preference Housing Choice Voucher; Safety needs are addressed

2. Depending on availability and need, caller may receive emergency shelter bed until permanent housing is identified (shelter stay <30 days)

3. Household is Prioritized:

Community Housing Prioritization (CHP) Committee prioritizes based on VI-SPDAT score, chronic homeless status, and other information

Homeless household could receive:

Rapid Re-Housing

Short term subsidy, short term case management

Permanent Supportive Housing

Permanent rental subsidy, ongoing case management

HAWC

- 2 lead agencies in **4 years of operation**
- Currently led by **The Salvation Army**
- Includes a call-center & **walk-in hours**
- Provides eviction prevention assistance & partners with shelter providers to do literally homeless assessments



WASHTENAW COUNTY COC 2013

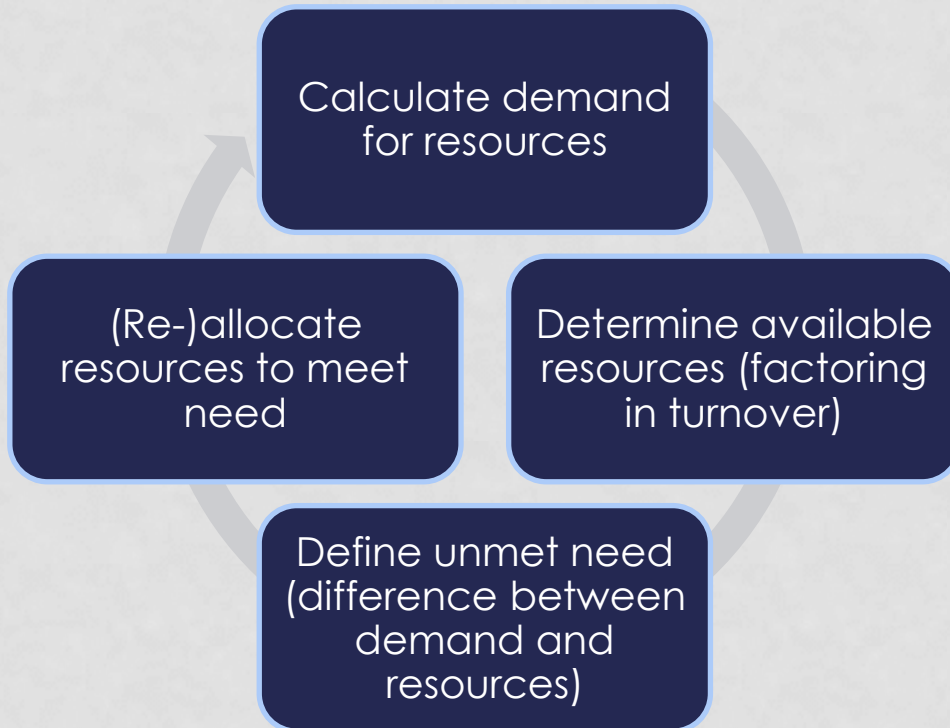
- TOTAL Funding: \$4.4 million
 - **TH: \$660,000**
 - **SSO: \$1,720,000** 
 - Permanent Housing Projects (and HMIS): \$2,000,000

TIME FOR A CHANGE...

- Recognized the **opportunity** presented by HEARTH-driven changes in the NOFA process
- Engaged experts in spring of 2013 – **Housing Innovations**
- At that time, **data alone wouldn't have been compelling** enough to make change
- History of mistrust in HMIS data and belief that **"We know our population and what they need"**



EVALUATING NEED, ALIGNING RESOURCES



$$\begin{aligned}
 \rho(x) &= -G(-x^2)/[xH(-x^2)], \quad k= \\
 -\alpha_0 &\leq \pi/2 + 2\pi k, \quad p = 2\gamma_0 + (1/2)[\operatorname{sg} A_1 \\
 \rho^j \cos [(p-j)\theta - \alpha_j] + \rho^m & \\
 \mu & \rho^* > \sum_{j=0, j \neq p}^n A_j \rho^j, \quad \Delta_L \arg f(z) = (\pi/2)(\\
 &= \prod_{k=1}^{\mu} (u + u_k) G_0(u), \quad \Re[p^j f(z)/\rho_j \\
 \rho(x) &= -G(-x^2)/[xH(-x^2) \\
 p &= 2\gamma_0, \quad \rho^* > \sum_{j=0, j \neq p}^n A_j \rho^j, \quad -\pi/2 + 2\pi k \leq p \\
 &= (1/2)[1 - \operatorname{sg} A_1] \quad \rho^* > \sum_{j=0, j \neq p}^n A_j \rho^j, \quad \mu \\
 &= (\pi/2)(S_1 + S_2) \quad G(u) = \prod (u
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WASHTENAW COUNTY COC 2015

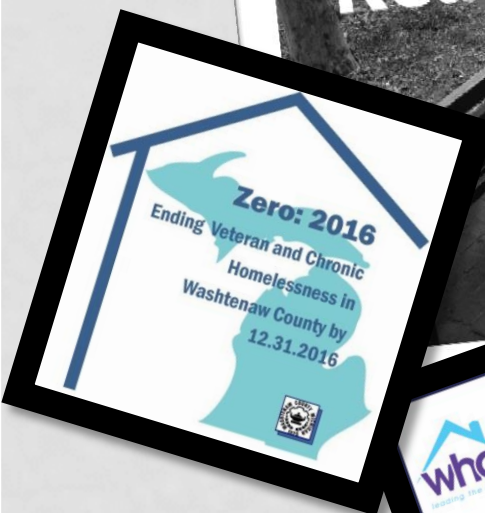
- Total Funding: \$5 million
- **100% Permanent Housing!**
 - \$1.73 million in Rapid Re-Housing
 - \$3.27million in Permanent Supportive Housing



ALIGNING THE REST OF THE SYSTEM 2015 - BEYOND



- VI-SPDAT 2014
- PIT Count 2015
- By name list, using HMIS
- Assigning housing resources based on acuity
- All PSH units prioritized for CH population



SYSTEM COMPONENTS & PARTNERS



Partners:

Coordinated Entry Lead, Outreach providers, Emergency Shelter, Rapid Re-Housing & Permanent Supportive Housing providers, Domestic Violence Services provider, Community Mental Health, Veterans Administration, Department of Health & Human Services, Public Housing Authority, Washtenaw Housing Alliance, HMIS & CoC Lead

ASSESSMENT TOOL & BY-NAME LIST

- **All literally homeless households** receive the VI SPDAT
- VI SPDAT score is then used to **prioritize households** for assistance
- By-Name-List is **generated from HMIS**
- HMIS System Administrator **pulls the report biweekly** to identify newly-added individuals
- By-name-list is **updated and shared** during CHP meetings

EXAMPLE OF BY-NAME LIST

<u>VI- SPDAT</u>	<u>HMIS ID</u>	<u>First</u>	<u>Last</u>	<u>Chronic ?</u>	<u>VI SPDAT Date</u>	<u>Notes</u>
15	1111	MICKEY	MOUSE	Yes	4/2/2015	Enrolled in SSVF
14	2222	DAFFY	DUCK	Yes	7/14/2015	Awaiting GPD bed; currently unsheltered
12	3333	MINNIE	MOUSE	Yes	7/23/2015	Being housed next week with VASH
11	4444	WINNIE	POOH	No	5/13/2015	In a GPD bed; recently selected for VASH

- List also contains the following:
 - All VI SPDAT assessment data
 - Full SPDAT scores
 - SSNs
 - Name of provider adding the VI SPDAT assessments

HOUSING REFERRAL & PLACEMENT

- **CHP** developed in **2014**
 - Overarching goal is to **ensure that individuals and families with the most severe needs** within the community **are prioritized** into housing resources (RRH/PSH)
 - “First Come/First Serve” or “Most Likely to Succeed” will **NOT** end chronic homelessness
 - Acquire accurate and objective assessment of the need (including acuity)

HOUSING ACCESS OF WASHTENAW COUNTY (HAWC)
Community Housing Prioritization (CHP) Committee
VETERANS & INDIVIDUALS MEETING
AGENDA

DATE: Tuesday, October 20, 2015 (8:30am – 10:00am) ← PLEASE NOTE THE TIME
LOCATION: 200 N Main, Ann Arbor, MI (Lower Level Conference Room)

TIME	AGENDA ITEM	LEADER
8:30am – 8:35am	• Welcome & Introductions	Tenetia Pulliam (TSA/HAWC)
8:35am – 8:50am	• Zero:2016 Updates – September Data Report & Work on “Functional Zero”	Amanda Carlisle (WHA) & Mercedes Brown (OCED)
8:50am – 9:05am	• New Business: <ul style="list-style-type: none"> o Update on FUSE Expansion Project o HVRP program stats for 1st Quarter o VASH Openings o ESG-Funded Veterans RRH referral process 	Tenetia, Mercedes & Rebecca Rowland (MAP)
9:00am – 9:10am	• Old Business, updates: <ul style="list-style-type: none"> o SAWC case management slots 	John Schippers (SAWC)
9:10am – 9:55am	• Review CHP Lists & make housing placements <ul style="list-style-type: none"> o Document-ready status updates o Case conferencing & Trouble-shooting o Reminder: FULL Individuals CHP List clean-up process 	Mercedes & Tenetia
9:55am – 10:00am	• Next meeting date: November 3 rd @ 8:30AM	Tenetia

ZERO: 2016 MONTHLY HOUSING PLACEMENTS

	2015	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	TOTAL
Vets	4	5 (9)	8 (17)	12 (29)	13 (42)	26 (68)	28 (96)	20 (116)						153
Chron	1	7 (8)	5 (13)	11 (24)	11 (35)	18 (53)	25 (78)	12 (90)						-
	2016	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	TOTAL
Chron														121

() = numbers in parentheses = running total

CHP Guiding Principles:

The CHP Committee will:

- Commit to prioritize all housing units for chronically homeless and veteran households
- Commit to house people experiencing homelessness regardless of income (current or future)
- Commit to house people experiencing homelessness regardless of service ‘readiness’ or existing service relationship
- Commit to reducing peoples’ time spent in homelessness – including time in shelter & TH – as much as possible
- Ensure that participation in shelter or TH is not a prerequisite to housing for people experiencing homelessness
- Commit to actively assisting people experiencing homelessness in finding permanent housing

VI/SPDAT KEY & GOOGLE DOC KEYS

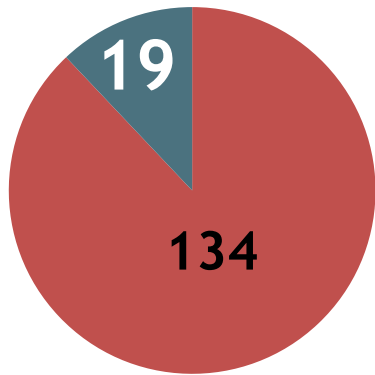
	Single Adults		Families	
	VI-SPDAT RANGE	FULL SPDAT RANGE	VI-SPDAT RANGE	FULL SPDAT RANGE
Affordable Housing	0-4	0-19	0-5	0-19
RRH	5-9	20-34	6-11	20-39
PSH	10+	35-60	12+	40-60

Washtenaw County

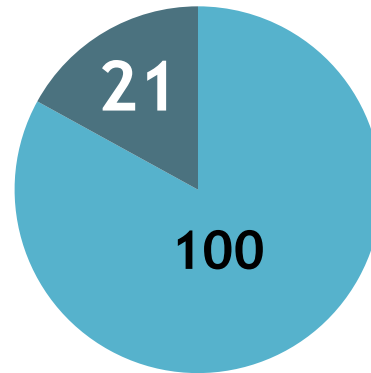
ZERO:2016

Read more at www.WashtenawZero2016.com

SEPTEMBER 2015 PROGRESS



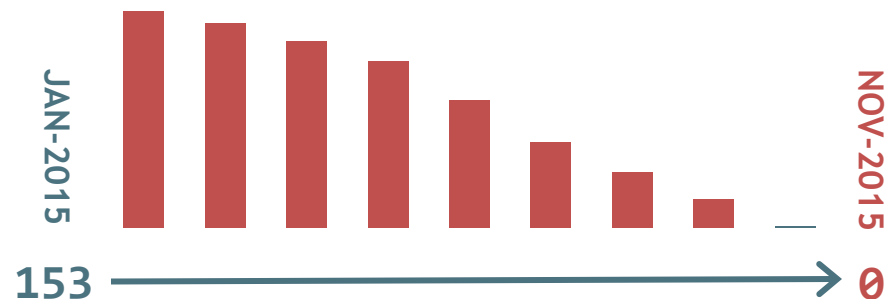
There have been **134 veterans housed** since January 2015.
19 veterans still need to be housed to get to zero.



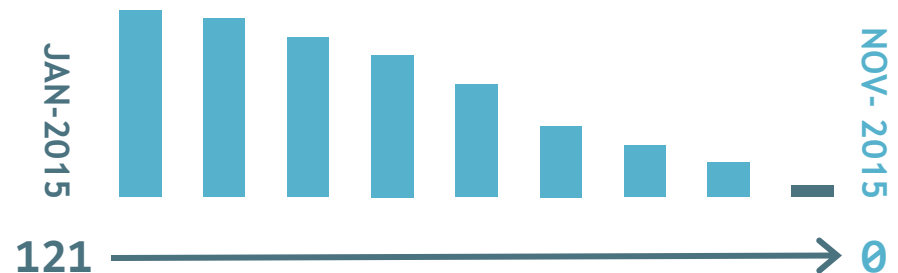
There have been **100 chronically homeless housed** since January 2015.
21 chronically homeless still need to be housed to get to zero.

WE ARE ON TRACK TO

End **VETERAN** homelessness by November 2015.



End **CHRONIC** homelessness by November 2015.



QUESTIONS?



OFFICE OF COMMUNITY &
ECONOMIC DEVELOPMENT

Collaborative solutions for a promising future

