



# Recommendations For Updating Destination: Home

Corporation for Supportive Housing  
[www.csh.org](http://www.csh.org)

May 21, 2012

University of Evansville

# Agenda

- Welcome
- Context
- Charrette Overview
- Recommendations
- Discussion and Next Steps

# Charrette Process



# Thank You

- For updating your plan to continue to help people end and prevent their homelessness
- For taking a chance to use the Charrette process
- For active and honest participation in this process

# Fishbowls



# Fishbowls



# Fishbowls



# Fishbowls





# Fishbowls



# Fishbowls



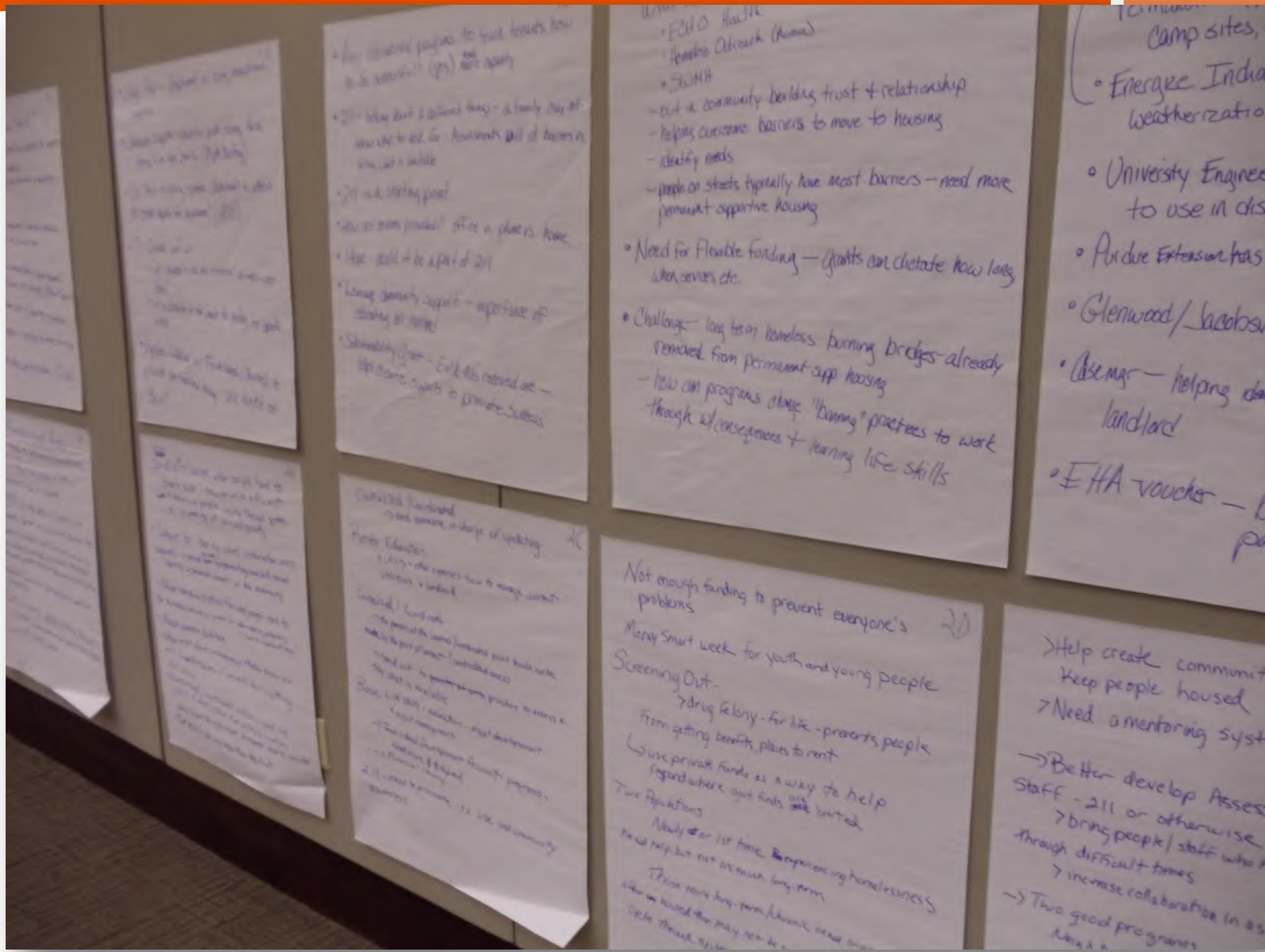
# Fishbowls and Media Attention



# Smiles : )



# Notes



... 211 ...  
 ... 211 ...  
 ... 211 ...

• New residential programs to help tenants how to be successful (yes) and more agency  
 • 211 - help about 2 different things - a family that will use to use for - assessments still at barriers in some, not a viable  
 • 211 is a starting point  
 • how do you provide office in places, home  
 • how could it be a part of 211  
 • Leasing property support - importance of security of tenure  
 • Subsidized housing - Eviction cases are - 1/3 of cases, 1/3 in private, 2/3 in public

• ECHO Housing  
 • Housing Outreach (Housing)  
 • SOWH  
 - out in community building trust + relationship  
 - helps overcome barriers to move to housing  
 - identify needs  
 - people on streets typically have most barriers - need more permanent supportive housing  
 • Need for Flexible Funding - Grants can dictate how long when services, etc.  
 • Challenge - long term homeless forming bridges - already removed from permanent supp housing  
 - how can programs change "bunny" practices to work through w/ consequences + learning life skills

• Emergency India weatherization  
 • University Engineer to use in dis  
 • Purdue Extension has  
 • Glenwood/Jacobson  
 • Abemgar - helping deal landlord  
 • EHA voucher - L

... 211 ...  
 ... 211 ...  
 ... 211 ...

Controlled Environment  
 • and someone in charge of speaking  
 • Foster Education  
 • 211 - also agencies how to manage, connect, address + feedback  
 • Controlled Environment  
 • the person the person (controlled) your needs, needs, needs by the part of agency - individual access  
 • 211 - not in the state  
 • Basic, with staff - education - asset development  
 • The individual (controlled) - program - 211 - not in the state  
 • 211 - not in the state

Not enough funding to prevent everyone's problems  
 Many Smart week for youth and young people  
 Screening Out -  
 drug felony - for life - prevents people from getting benefits, places to rent  
 Use private funds as a way to help  
 regard where you find are limited  
 Two Applications  
 Newly or 1st time experiencing homelessness  
 the real help but not as much long-term  
 These new long-term housing needs  
 if you're around the may not be  
 cycle through 211

> Help create community  
 Keep people housed  
 > Need a mentoring syst  
 -> Better develop Asses  
 Staff - 211 or otherwise  
 > Bring people/staff who through difficult times  
 > increase collaborative in a s  
 -> Two good programs  
 Abemgar

# Notes



# De-briefing



# Thursday Night Report Out





# Thursday Night Report Out



# Quick Facts

- Over **100 people** participated Monday and Tuesday
- **38 experts** shared their experience, research and best practices
  - 18 Evansville experts and 20 experts from across the country (Portland, OR; Chicago, IL; Washington D.C.; Indianapolis, IN; Nashville, TN; Southern IL; Columbus, OH)
- **6 CSH staff** from across country!
- **8 steering committee members** helped develop Charrette Week in **2 months**
- **116 recommendations**

# Report Contents

- Acknowledgements
- Introduction
- Success of Destination Home to Date
- The Charrette Process
- Recommended Actions - Issue Areas
  - Access to Permanent Housing
  - Coordinated Access and Prevention
  - Healthcare
  - Re-entry
  - Performance Measures
  - Homeless Children and Youth

# Report Contents (continued)

- Recommendation Actions - Other
  - Implementation
  - Community Awareness
  - State Policy and Advocacy
  
- Appendices
  - Appendix A (Report on Year Seven of Destination Home)
  - Appendix B (Steering Committee and Participant List)
  - Appendix C (Expert Bios)
  - Appendix D (Model Action Plan)

# Recommendations

# Issue Areas

- Access to Permanent Housing
- Coordinated Entry and Prevention
- Healthcare
- Re-entry
- Performance Measures
- Homeless Children and Youth
- Implementation
- Community Awareness
- State Policy and Advocacy

# Access to Permanent Housing

“Government funding is heading in the direction of prevention and rapid rehousing and more communities are taking a system view of resources and how open up system to end homelessness.” Kim Walker

# Increasing Access to Permanent Housing

1. Identify PSH unit goal for implementation
2. Conduct analysis of current emergency shelter and transitional housing stock to identify opportunities best target resources and to re-purpose programs to create more permanent housing options
3. Build capacity of local providers to create partnerships to develop PSH units
4. Ensure the implementation of the landlord registry
5. Conduct a rental housing vacancy analysis
6. Increase awareness of landlords and property managers about housing and service needs of at-risk and homeless households and build opportunities for partnership



# Increasing Access to Permanent Housing

7. Work with Evansville Housing Authority (EHA) to educate landlords/property managers about Housing Choice Voucher Program (Section 8) and other homeless housing subsidy programs and availability of supportive services
8. Develop marketing materials to effectively communicate and sell rapid re-housing, short-term assistance and prevention resources
9. Create a resource, such as a virtual eviction prevention hotline for landlords
10. Explore, identify, and advocate for funding opportunities at all levels to improve existing rental housing stock to target units for PSH and or rapid re-housing

# Increasing Access to Permanent Housing

11. Create a flexible pool of funding that can be accessed by homeless service providers and landlords/property managers to fill gaps in moving and sustaining households into permanent housing
12. Coordinate a system-wide commitment of faith based communities, business partners, local civic clubs and groups, and other community partners to streamline housing related donations to prepare households moving into permanent housing.
13. Explore funding opportunities available to EHA to access housing resources to create and increase PSH housing opportunities

# Increasing Access to Permanent Housing

14. Review the Administrative Plan of EHA to identify opportunities to expand access to homeless households
15. Work with EHA to explore opportunities to create PSH units
16. Implement new Rental Rehab Program
17. Effectively and efficiently implement the new Rapid Re-housing ESG resources
18. Integrate cultural competency and language access components
19. Utilize outreach teams and ESG funds to transition households from homelessness to housing
20. Build capacity of providers to serve and house the most vulnerable and high housing barrier households

# Coordinated Entry and Prevention

“The challenge to communities is the change from luck determining access to systems being coordinated.”

Rodney Stockment

# Coordinated Entry & Prevention

1. Creation and implementation of a community-wide, coordinated intake and assessment process to assess, triage and target homeless interventions for prevention, rapid re-housing, ES, TH, and PSH
  - Utilization of 211 and IHOPE
  - Creation of one, community wide application, screening criteria, and standard program accept and reject criteria to be used by all providers to allow for consistent implementation across program types Target appropriate interventions for those who are situational homeless and experience long-term, chronic homelessness
  - Utilize HMIS to share client specific information
  - Educate and build awareness on coordinated intake and assessment process

# Coordinated Entry & Prevention

2. Identify gaps within the system and target new resources and reprogram existing resources
3. Promote and increase awareness of 211 and IHOPE
4. Explore opportunities to pool prevention resources distribute resources using one entity in the community
5. Identify and implement an assessment tool for Prevention Resources targeting those at most risk for homelessness, including those with multiple housing barriers

# Coordinated Entry & Prevention

6. Educate and build awareness of prevention resources and eligibility requirements to private landlords to prevent evictions.
7. Use available data to identify geographic 'hot spots' of evictions and target prevention resources and education
8. Work closely with Re-entry Network to create discharge planning protocols for jails and prisons to link individuals to housing resources in the community

# Healthcare

“When you’re homeless, the day to day struggle to stay alive trumps keeping your blood pressure down.”

Wyeth Hatfield



# Healthcare

1. Prioritize and invest in supportive housing for those who are medically vulnerable
2. Build on and strengthen linkages to Veterans Administration
3. Identify a physician 'champion'
4. Develop a respite care program for those experiencing homelessness who need a place to recover
5. Develop an intentional strategy to help individuals move directly from respite care into PSH.
6. Create a jail diversion program in partnership with the Evansville Police Department and emergency response systems

# Healthcare

7. Create cross-system service and funding strategies for services in supportive housing
8. Explore how healthcare reform could impact care and coverage
9. Identify and reduce barriers to accessing healthcare
10. Develop an integrated approach to behavioral and physical healthcare
11. Provide assertive community treatment
12. Create strategies for obtaining benefits and regaining benefits when leaving institutions
13. Develop strategy for restorative dental care for individuals experiencing homelessness.

# Re-entry

“I came out of incarceration a decade ago. I had a supportive family, a job, education and support of my church.

This support network is critical for success.” Evansville community member

# Re-entry

1. Work with people exiting corrections to assess and plan their social and familial supports to assist them in identifying who they can turn to when they return to the community
2. Outreach to increase number of congregations connected to the Re-Entry Network
3. Work with prisons and jails to start application process for benefits before exit from facility
4. Provide SOAR training

# Re-entry

5. Increase collaboration between Evansville Police Department and the Homeless System
  1. Cross training between systems
  2. Someone with authority from Evansville Police Department sits on the Homeless Services Council
  3. Create peer to peer exchange to support best practices
  4. Crisis Intervention Training for police officers
6. Coordinate work of agencies addressing juvenile justice
7. Work with Evansville Housing Authority to increase access to public housing for ex-offenders
8. Develop strategy to improve housing access, quality and choice for ex-offenders

# Re-entry

10. Develop Re-entry Network Policy Plan to increase resources for ex-offenders in the community
11. Work with corrections to develop plan to provide mental health assessments before exit
12. Explore creating website of resources available for ex-offenders
13. Develop plan to expand resources for ex-offenders to support increasing their employability and income level and work with businesses to reduce barriers to employment for ex-offenders
14. Support families staying connected to incarcerated family members

# Performance Measures

“We need to understand that data has meaning.” Barb Ritter

# Performance Measures

1. Designate a convener/implementer
2. Consider a cross staffing of this work with Coordinated Entry
3. Determine what success looks like for the community
4. Use IHADA Planning Council measures
5. Involve Funders in the process
6. Use measures to show the effectiveness of relationship building
7. Define consistent outcomes
8. Look at cost effectiveness



# Performance Measures

9. Analyze the existing reporting requirements
10. Provide resources for data analysis
11. Develop a process to share outcomes
12. Share information with political and community leaders
13. Combine data with people's stories and experiences
14. Continue to report out to the community on progress toward implementation
15. Allow for mistakes
16. Consider using new tools/technology
17. Ensure data system (HMIS) is user friendly

# Homeless Children and Youth

“I wish someone would have identified us to offer support.” Angela Williams

# Homeless Children and Youth

1. Formalize the body that works together on behalf of families with children facing homelessness
2. Approach funders in a coordinated fashion
3. Incorporate a question related to permanent housing into the school corporation enrollment process
4. Add questions about housing stability to the childcare referral hotline
5. Send information regarding resources for families with children and young adults facing homelessness to 211
6. Expand the PlaySpaces program

# Homeless Children and Youth

7. Set aside spaces for children facing homelessness in programs like Head Start, Big Brother Big Sister, and other programs
8. Target and accept the most vulnerable families into permanent supportive housing
9. New Child Enrichment Center should target homeless families and those at risk of homelessness
10. Map out services from birth to age 23 and then share this information with community partners
11. Conduct outreach to families residing in motels
12. Assess the effectiveness of the National Runaway Switchboard “Let’s Talk” curriculum with youth providers
13. Establish contingency fund for youth with an income and no co-signer

# Homeless Children and Youth

14. Identify resources and gaps for pregnant and parenting teens
15. Increase involvement in Fostering Connections
16. Link older youth and young adults to education and employment opportunities
17. Collaborate with the Reentry Network to ensure that youth involved in the Juvenile Justice System are offered necessary support

# Implementation

# Implementation

1. Create the infrastructure to implement the Plan.
2. Consider how you phase out each of the action areas and strategies
3. Repurpose existing committees instead of creating new committees
4. Continue to use the local Continuum of Care body as the coordinating committee
5. Create early wins and projects
  - Identify the longest shelter stayers and prioritize them for housing placement and assistance to get out of the shelter with a “whatever it takes” approach.
  - A frequent user project with jails, hospitals or both.

# Implementation

6. Engage elected officials
7. Continue with the Commission
8. Create a Funder's Council under the Commission
9. Create a Consumer Advisory Council
10. Continue good work on issues not covered in the Charrette



# Community Awareness

# Community Awareness

1. Create Speakers Bureau
2. Outreach to Neighborhood Associations to spread word about the need and the work of the homeless system in their community
3. Add a committee of funders to the Commission
4. Create communication strategy with faith communities that have a ministry connected to homelessness, ex-offenders, and other vulnerable populations

# Community Awareness

5. Develop strategy to raise awareness in general public about 211 as a community resource
6. Develop approach and message to business community to connect to homeless system as potential employer and funder



# **State Policy and Advocacy**

# State Policy and Advocacy

1. Create recommendations for best practices in discharge policies in collaboration with IDOC, DMHA and IHADA and the State Planning Council on Homelessness :
  - Identify and resolve barriers to in-reach into jails and prisons
  - Review discharge policy implementation
  - Review internal policies to ensure they do not prohibit individuals with a mental illness or those with behavioral health conditions from participating in early release or step-down programs.
  - Encourage the State to include assessments for risk of homelessness in their discharge planning process and to link individuals with appropriate local partners
  - Use data elements to identify individuals most at risk of homelessness

# State Policy and Advocacy

2. Create a cross system public policy committee
3. Advocate for ongoing plan for filling service gaps
4. Support efforts to apply for new funding streams to provide support in housing

# State Advocacy

5. Partner with Indiana NAMI on PSH for people with mental illness
6. Advocate for prioritizing funding for FUSE
7. Strengthen policies and support for youth aging out of foster care
8. Prioritize child care vouchers for children who are homeless
9. Increase opportunities for employment by partnering state agencies and community partners
10. Encourage the State to participate in national SOAR
11. Educate Legislators on work accomplished by Destination Home
12. Encourage involvement of State Legislators and other Public Leaders in policy that promotes preventing and ending homelessness

# Next Steps & Discussion





# Thank You Evansville Charrette Core Group!



Back Row: Angela Williams, Carol Braden-Clarke, Wyeth Hatfield, Sharon Taylor, Naila Carnagua, Phil Hooper  
Front Row: Gayl Killough, Luzada Hayes, Mindy Neihaus



**THANK YOU!**