


TACKLING FAMILY HOMELESSNESS THROUGH PROGRESSIVE ENGAGEMENT



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Overview/Agenda

1. Overview of Cleveland
2. Coordinated Intake
3. Progressive Engagement Model
4. Process of Housing Families
5. Challenging Families
6. Questions/Comments




Overview of Cleveland

HOMELESSNESS in CLEVELAND:

| | | |
|----------------------|----------------|-------------------------------------|
| Newly Homeless 2013: | 3162 Singles | 489 Families |
| PIT Count 2013: | 2052 Sheltered | 77 Unsheltered |
| CIA Intakes 2013: | 7, 168: | 3676 Men, 2421 Women, 1041 Families |

- o LITERALLY HOMELESS VS. DOUBLED UP
- o GUARANTEED SHELTER
- o HOUSING FIRST APPROACH



Background

- Old system was no system, 20+ shelters working independently, multiple intakes, 'creaming'
- Informal Central Intake: 2010
- Formalized CIA: 2012
- Single Point of Entry for Homeless Services
- 1736 Superior Ave (Cosgrove Bldg.)
- Hours: 8am-8pm, Monday-Friday
 - Weekends: On call system for families
- Staff: 7 staff, 1 Manager
- FrontLine Service contracted by Cleveland/Cuyahoga County (CoC)
- HUD mandated

Why Coordinated Intake?

- We care about the homeless person/family getting the best service possible and ending or preventing their homelessness as soon as possible.
- We care about getting the right intervention, at the right level of intensity, to the right person.
- We care that people may be turned away for being hard to serve
- We care about continually working on ways of reducing and ending homelessness
- Required by HUD

Coordinated Intake Goals

- Respond to the 'emergency of homelessness' by getting the right intervention, at the right level of intensity, to the right person
- Reduce number of individuals and families entering shelter by prioritizing families and singles with absolutely no other housing options
- Expedite exits from shelter to housing
- Use limited resources efficiently, effectively, fairly.
- Facilitate coordination/communication among service providers
- Standardize Data Entry for tracking, reporting, coordination
- Crisis assessment and linkage

How Does CIA Work

FIVE STEPS

- o1) Intake & Assessment
- o2) Diversion
- o3) Housing Plan (if needed)
- o4) Crisis Services and Linkage to Resources, if needed
- o5) Coordinated Exit

Intake & Assessment


Intake

Homeless Management Information System (HMIS)

- o - Demographic Information used for tracking, reporting
- o - Shared, with permission, with other providers
- o - Referrals made to providers through HMIS

Assessment

- o Housing Barrier Assessment
- o Housing Barrier Score
- o - Income, Work History, Housing History, Homeless History, Health, Mental Health, AOD, Family Status, Legal, Other



Coordinated Intake - Housing Barrier Guide

Client Name: _____ Staff: _____ Date: _____

TOTAL BARRIER SCORE: _____

BARRIER LEVEL: Based on score and Coordinated Intake assessment.
 Lowest to Moderate Barriers (0-40) Moderate to Higher Barriers (40+)

ASSESSMENT COMMENT: _____

| | |
|--|---|
| <p>1. Non-Employment Issues</p> <p><input type="checkbox"/> 1. Unable to work, has low non-employment income (eg. \$100/mo)</p> <p><input type="checkbox"/> 2. Unable to work, no income, but has applied or intends to apply for non-employment income (eg. SSI)</p> <p><input type="checkbox"/> 3. Unable to work, no income, not eligible for non-employment income (eg. SSI)</p> <p>2. Work History</p> <p><input type="checkbox"/> 1. Has part-time work, insufficient to pay rent</p> <p><input type="checkbox"/> 2. Able to work, underemployed for more than 1 yr.</p> <p><input type="checkbox"/> 3. Able to work, underemployed for more than 1 yr.</p> <p><input type="checkbox"/> 3b. Able to work but has other method</p> <p>3. Housing History</p> <p><input type="checkbox"/> 1. No rental history or new to area</p> <p><input type="checkbox"/> 2. Evicted from public housing</p> <p><input type="checkbox"/> 3. Evicted from private housing</p> <p><input type="checkbox"/> 4. Evicted from public housing</p> <p><input type="checkbox"/> 5b. No previous or has been through HUD rental program in 12 mos.</p> <p>4. Homeless History</p> <p><input type="checkbox"/> 1. Homeless 1 or 2 times previously</p> <p><input type="checkbox"/> 2. Homeless 3 or more times</p> <p><input type="checkbox"/> 3. Homeless 4 or more times in past 12 mos, or 1 year continuously homeless</p> <p>5. Health</p> <p><input type="checkbox"/> 1. Moderate physical disability or OUD with physical disability or special needs</p> <p><input type="checkbox"/> 2. Moderate developmental disability</p> <p><input type="checkbox"/> 3. Chronic and significant special needs</p> <p><input type="checkbox"/> 4. OUD has physical or developmental disability, unable to live independently or care for children</p> | <p>6. Mental Health</p> <p><input type="checkbox"/> 1. Mental illness, slight impairment in functioning (eg. able to work, care for children, etc.)</p> <p><input type="checkbox"/> 2. Severe Mental Illness requiring treatment/meds. Significant impairment, some level of impairment in functioning.</p> <p><input type="checkbox"/> 3b. Severe Mental Illness - untreated, or receiving insufficient treatment, high difficulty in functioning</p> <p>7. Abuse / Alcohol</p> <p><input type="checkbox"/> 1. Moderate use - weekly intoxication or in response to stress</p> <p><input type="checkbox"/> 2. Regular use but not to extent that causes social, income or housing issues</p> <p><input type="checkbox"/> 3. Severe use - frequent, deep intoxication or currently in rehab</p> <p>8. Family Status (0-20 pts)</p> <p><input type="checkbox"/> 1. None dependent</p> <p><input type="checkbox"/> 2. One dependent in custody</p> <p><input type="checkbox"/> 3. Custody of 2+ children</p> <p><input type="checkbox"/> 4. None dependent in custody</p> <p><input type="checkbox"/> 5. None dependent in custody</p> <p><input type="checkbox"/> 6. Dependent in custody</p> <p><input type="checkbox"/> 7. Dependent in custody or high-risk programing</p> <p><input type="checkbox"/> 8. Dependent in custody</p> <p>9. Legal Issues</p> <p><input type="checkbox"/> 1. Convicted of a felony, justice or probation</p> <p><input type="checkbox"/> 2. Multiple convictions, or recently released from prison, or other non-civil conviction</p> <p><input type="checkbox"/> 3b. Convicted of sexual or violent offense, child endangerment, or other felony in past 2 yrs.</p> <p>10. Other Barriers</p> <p><input type="checkbox"/> 1. Unchecked high positioning</p> <p><input type="checkbox"/> 2. Unchecked criminal involvement</p> <p><input type="checkbox"/> 3. Abuse DV or partner</p> <p><input type="checkbox"/> 4. Abuse DV or partner</p> <p><input type="checkbox"/> 5. Multiple discharges from shelter</p> <p><input type="checkbox"/> 6. High-achieving High School</p> |
|--|---|

Homeless Services 10/2015

Diversion

Cleveland Mediation Center

Located with Coordinated Intake – targets limited prevention \$ to those who are truly, literally homeless

Reduces number of individuals/families entering shelter

- o - 49% of newly homeless families in 2013 (470 families)
- o - 11% of newly homeless singles in 2013 (22% of those seen)

How do they do it?

- o Asking/Exploring – Is there any other safe place you could stay?
- o Focusing on a safe place to sleep vs. the cause of homelessness
- o Mediation
- o Food Cards, Bus tickets, Gas Cards, Utility Assistance, etc.
- o Short-term diversions, Permanent diversions

Housing Plan

- o Short-Term Plan – Tonight
 - Overflow Shelter Options
 - Waitlist
- o Interim Plan – Place to stay while working on Plan
- o Long-Term Plan – Permanent Placement

Coordinated Exit

Primary Resources for leaving shelter/streets


- o Rapid Re-Housing: Short-term subsidies & support (for families)
- o Permanent Vouchers: Long-term housing & support
- o Permanent Supportive Housing: Long-term or permanent housing & support
- o Employment and private rental apartments
- o Public Housing


Housing Resource Allocation


- o Centralized and Equitable process
- o Based on Housing Barriers & Length of Homelessness
- o Facilitating rapid exit from homelessness

WHAT IS PROGRESSIVE ENGAGEMENT

RESOURCE MATCHING:
Getting the Right Intervention, at the Right Level, According to One's Housing barriers

Low-Moderate Housing Barriers:  Shorter Term Assistance and Supportive Services

High Housing Barriers:  Longer Term Assistance and Intensive Services



Family Housing Options

- o **Rapid Rehousing (RRH)**
- o Most families are referred to RRH from Coordinated Intake.
- o Assistance consists of a SD and 4 months of rental assistance.
- o Case management is attached.
- o Families can be bridged to Zacchaeus Housing and/or a permanent voucher if the family has extremely high barriers and needs further assistance.
- o Families can only receive RRH twice.

Family Housing Options

Zacchaeus Housing

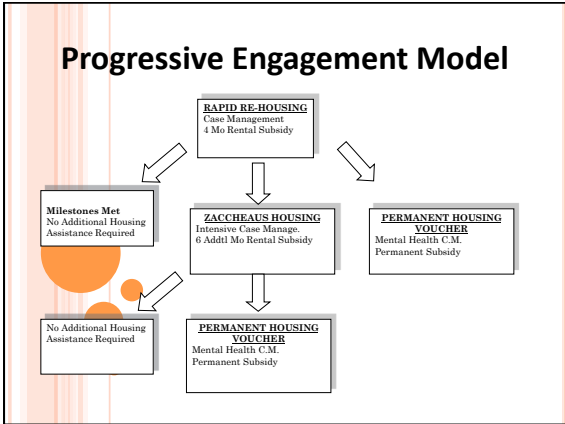
- o In order to be eligible for ZHS, the family needs to be in the RRH program.
- o Every month, there are several spots open to bridge. Families are selected on the highest need, not "first come, first serve".
- o Assistance consists of 6 more months of rental assistance. This includes a rental subsidy (clients pay 30% of their income) and case management.

EDEN voucher

- o Families that need further assistance and have a Disability, can apply for an EDEN permanent voucher.
- o These vouchers are permanent
- o Families are again selected on the highest need, not "first come, first serve".

Other housing resources

- o Laura's Home transitional program Cleveland Housing Network
- o Maggie's Place Public Housing
- o HM Life



OUR RRH PROGRAM

1. Referred from Shelter
2. Housing Locator works with client
3. Ongoing Case Management from Partner Agency

Security Deposit and 4 months of Rental Assistance Provided

Housing Locator

- o HQS Certified
- o Fills Out Application with Family and discusses barriers
- o Sends Housing Leads to Family weekly
- o Coordination With Shelter Staff / Weekly Meetings

DEVELOPING LANDLORD RELATIONSHIPS

- o Landlord Forums
- o Referrals from Current landlords
- o Using Existing Landlord Base from Permanent Programs
- o On Time Payments
- o Explain Advantages
 - o Case Management
 - o Helping a Family
 - o No Eviction Goal

HOUSING BARRIERS FOR RRH CLIENTS

- Chronically Homeless
- Large Family Size
- Large Utility Balances
- Extremely Low-Very Low Income
- Poor Housing/Credit History/ Evictions
- Criminal Background/Legal Issues
- Pregnant or High Risk Pregnancy
- Language limitations

STRATEGIES TO OVERCOME BARRIERS


- Know Your Landlord Pool
- Using other Community Resources (PRC, Furniture Bank)
- Shelter Milestones
- RRH Case Management Milestones

PARTNERSHIP AT SHELTER LEVEL

- Milestones
 - Refer Families within 7 Days of Entry into Shelter
 - Enroll Client in Employment/Income Effort
 - Link Client with Housing Locator, assist with Locating Housing
 - Determine Utility, ID, and Furniture Needs
 - Coordinate with Central Intake re: Shelter Terminations
 - Provide a list of Discharged Clients at Weekly Meetings
 - Attend Weekly Housing Locator/Shelter Staff Meetings
 - Family move out within 48 Hours of Passed Inspection
 - Unit Cleaned and Ready for New Family within 24 hours of move out

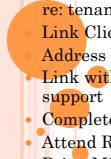
NON COMPLIANT/CHALLENGING FAMILIES AT SHELTER LEVEL

- Failure to Locate Housing By Deadline
- Families that Cannot Function in Shelter Environment
- Shelter Discharges
- Mediation/Behavioral Contract



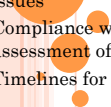
PARTNERSHIP AT CASE MANAGEMENT LEVEL

- Milestones
 - Visit Client at least 1x per Month
 - Submit Case Management documentation as required
 - Reviews Lease with client and provides education re: tenant/landlord responsibilities
 - Link Client to Childcare Assistance if needed
 - Address Income Needs with Family
 - Link with Community Case Management for support
 - Complete Eviction Prevention Plan
 - Attend RRH CM Bi-Weekly Meetings
 - Bring Milestone Notes to RRH CM Meetings



Determining Additional Assistance Needs (ZHS, Permanent Voucher)

- Previous failed RRH Enrollments
- Review Family Barriers and Updated Barrier Score
- Ability of Family to Pay Rent
- Discuss Additional Temporary Assistance vs. Permanent Assistance
- Families with significant mental health needs and/or AoD issues
- Compliance with Case Management Services and assessment of Milestones
- Timelines for Transition to Additional Program



OLD PROCESS VS. NEW PROCESS

| Old Process | New Process |
|--|--|
| <ul style="list-style-type: none">o S/D and 2 months of assistance, extended up 2x's for a total of 6 monthso Families Returning to Shelter | <ul style="list-style-type: none">o Progressive Engagement – all initially go through RRH and are screened for more intensive serviceso Focus on No Eviction Policyo Continual Assessment and Programmatic Changes |

OUTCOMES/SUCSESSES

- o Days from approval to moving into housing are decreasing –
 - o Old Process: 60 Days
 - o New Process: 45 Days
 - o COC Goal: 30 Days
- o No Returns to Shelter for Clients that have gone through ZHS and/or received a Permanent Voucher
- o 72 Hour Turnaround for Shelter Space and Placements
- o Standardizing Services provided by Shelter Providers and RRH Case Managers

Questions/Comments

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