

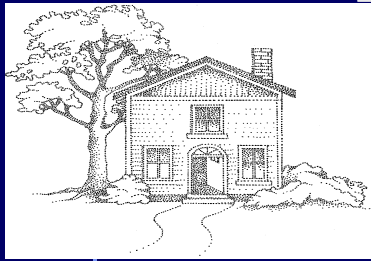
Coordinating Multiple Homeless Interventions in a Rural Community

Serenity House of Clallam County
and the Clallam County Homeless
Task Force

February 2008

Presentation Overview

- Background on our prevention/intervention system and its outcomes for homeless families with children
- Why/How we decided to make a change—as a result of the Ten Year Plan process
- How our system is evolving to focus on rapid re-housing of families into permanent housing
- Activities and Outcomes to date
- Projections and future system expansion
- Lessons learned

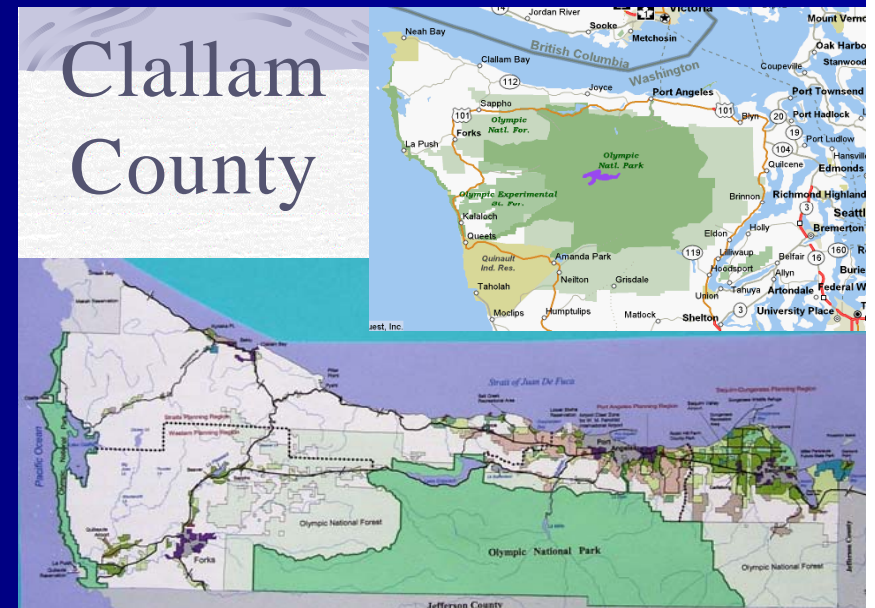


The Short Story on Serenity House & Clallam County Ten Year Plan

- Port Angeles, Sequim and Forks 3 largest communities (pop=70,000)
- Higher than state average poverty (14%) but a strong economy (5.4% unemployment, AMI up).
- Five tribal communities
- Strong commitment from local government to end homelessness

Serenity House- grass roots non-profit founded in Clallam County 25 years ago with the mission to prevent and eliminate homelessness in our community.

Lead agency for County Homeless Task Force and Shelter Providers Network (meeting since 1989)



Point in Time Count of Homeless

- 2005-Homeless population = 1,050 total—164 family households
- 2006-1,055 total--173 families
- 2007-807 total---130 families
- 2008*—757 total—109 families

In 2007 only one family with minor children was surveyed as living outdoors, in a car or tent

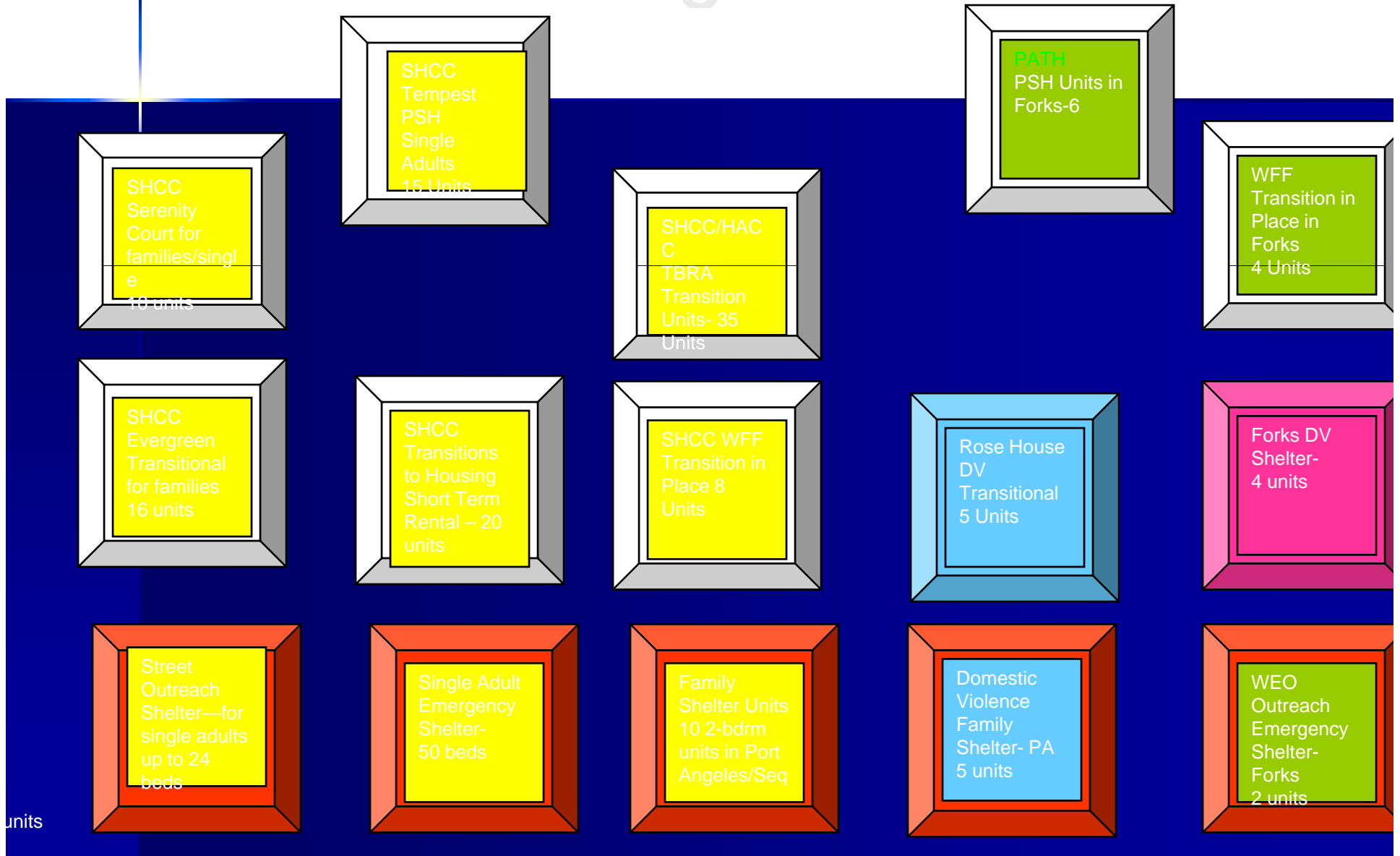
Measurable progress for homeless families in 2005-06

- Prevention Assistance has increased by 40% for two years in a row. In 2006, 180 households, 75% of whom were families
- 42 new units of short and mid-term transition-in-place units for families
- Permanent Supportive Housing for families being developed
- 12 new units of crisis housing in county

The Homeless System pre housing resource centers

- Long standing & involved provider system, with multiple options for families. Strong partnership with Housing Authority
- Families experience intensive/effective services in shelter/transitional housing environment but expensive to provide, not enough units to meet need, little support post-exit, hotel utilization was expensive and ineffective, long wait lists for site-based programs
- Length of stay in shelter was two months or more for families
- Most services, housing choices located in Port Angeles

Clallam Homeless Housing Programs



Adapting the system for results

Key elements of Clallam Ten Year Plan to end homelessness:

- Countywide emphasis on prevention, coordinated assessment, rapid re-housing and discharge planning
- Housing first solutions
- Detailed and prioritized plan to develop affordable housing across the county
- Development of permanent supportive housing for chronically homeless across the county
- Coordinated countywide supportive services network

Starting the process of countywide prevention and rapid rehousing

- Homeless Task Force identifies and applies to state funding program, strong community support & identified lead providers, propose to serve all homeless populations
- Awarded in December 2006-about \$700,000 awarded for prevention & rapid rehousing over 3 year period- Local match of about \$450,000 over same 3 years
- State and county contracts completed September 2007
- Port Angeles HRC opens 1 September
- Forks and Sequim offices to open December 2007
- 3 Year Goal- 600+households. On track to meet goal in first two years of project



Providing coordinated intake, prevention & rapid rehousing



Housing Resource Center

535 East First Street

Port Angeles WA
98362

360- 452-6801/360-
477-0907

- First visit will begin intake/assessment: eviction prevention within five days, other housing services within 15-30 days: including housing search, short term rental assistance, start up assistance, or
- Emergency shelter placement, or scattered-site or site-based transitional housing.
- Initial demand double expectations
- 5 FTEs prevention & case management, on-site partners including Housing Authority, Veterans Relief, Re-Entry housing specialist
- Current vacancies, other community services, Tenant PI Screening supports, Ready to Rent

Housing Resource Center flow chart for assisting families:

- Prevention specialist
- Family Case Managers
- Vets Relief case manager
- Housing Authority voucher specialist
- Youth & young adult case manager
- Community: DV, Mental Health, DSHS, jail, re-entry



Intake & Assessment:
Prevention
Prevention Plus
Start up
Housing Counseling & Placement



OR
Case Management
Housing Stability Plan



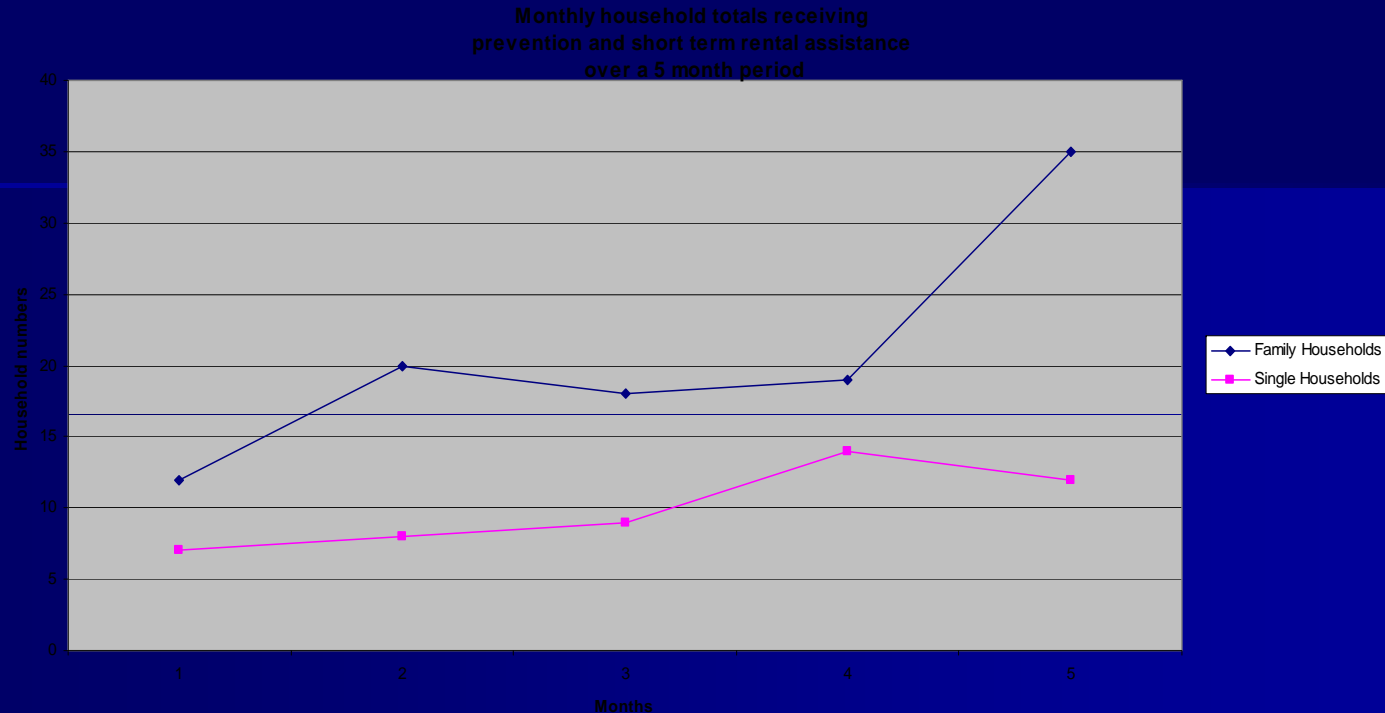
Site Based Housing

- Emergency shelter
- Section 8
- Evergreen Family Village
- Serenity Court

Home Based Housing

- Tenant Based Rental Assistance
- Transitions to Housing
- One Family-One Home
- Cornerstone

Five months of housing intakes



In 5 months,, 1,138 total visits and 476 unduplicated applicants.

286 households received housing counseling & placement or case management and housing stability plan

160 households received prevention or short term rental assistance. 106 (67%) were families with children. 71 family households rec'd prevention or start-up assistance and 35 short term rental assistance

Housing Resource Center



- Eligibility-typically 30% AMI or lower
- Homeless or at-risk criteria
- Barriers assessment & one-on-one interview
- Tenant PI background screening
- Negotiate the right 'fit'—
prevention, start-up, short-term
or other housing placement
- Connections to housing market

Housing Counseling, Legal Assistance



- households referred to property managers-current vacancies
- applicants receive counseling or connection to legal assistance to retain permanent housing
- Ready to rent curriculum

Shelter Assignment and Shelter Diversion

Placement into family shelter based on assessment & critical need:

- Reduced use of other community resources for motels
- Diversion from emergency shelter to permanent housing
- Reduced time in emergency shelter

Housing Placement in site-based programs

- Evergreen Transitional
- Serenity Court

26 units, up to 24 months, extensive supportive services, on-site childcare

Also:

- DV Transitional Housing
- Clean and Sober Houses
- In Patient Treatment
- Second Street House



Housing First: Transitions To Housing, One Family-One Home and TBRA



Program Outcomes for Site-Based and Home-Based Homeless Family Programs

Program	6 mo Perm Retention	Average HH Income Inc	Service/Housing Cost per hh
Evergreen	100%	57%	\$10,000
Serenity Court	100%	34%	\$1,850/\$3,396
*Prevention	92%	NA	\$810
*Transitions	81%	20%	\$2,149
*One Family	66%	40%	\$8,800
*TBRA	84%	22%	\$5,095

Home Based Service Delivery

■ Building a Relationship and a Network

- Being accessible to the client.
 - Going to the client - Flexibility
 - Communication
 - Polite
 - Compliments (Sincere) Hospitality
- Knowledge of community resources or willingness to explore opportunities to build social support network.

■ Housing Stability Plan

- Focus is on:
 - Strengthening employment or educational pursuits.
 - Budgeting and financial management.
 - Crisis reduction.
- Plans for financial and case management assistance geared at 3-6 months.

Challenges We Are Facing- it's a messy process

- Staffing resource center and staffing & delivering home-based supportive services at most appropriate level-avoiding burnout and building satisfaction
- Effective targeting of households
- Expanding resources & partnerships
- Completing MOUs for discharge planning with jail, diversion courts, hospital, service agencies
- Housing Market and shrinking choices
- Data collection and the future of HMIS

Expanding local and state connections:

New local partners:

Housing Authority-
capital development

West End Outreach

United Way

Veterans

Law & Justice

Hospital Districts

Juvenile Services

City Councils &
Managers

Senior Coalition

State advocacy and Involvement

- Funding
- Planning
- Legislative and policy changes

National Advocacy

- Legislative & policy

Summary of WSCH Bills & Legislation

Updated on **February 6, 2008** per www.leg.wa.gov

PRIORITY PROPOSALS	STATUS	COMMENTS
Increase the Housing Trust Fund by at Least \$50m, as in the Governor's Proposed Capital Budget	The House Capital Budget is still being written	
ESSB 5959 (Hargrove) THOR – Providing assistance to individuals and families who are homeless or at risk of being homeless See too HB 1921	Heard in House Housing on 1/31	Pro
SB 6335 (Prentice) Concerning the homeless families services fund See too HB 2684	House 2 nd Reading	Pro

Projecting Forward

- Family homelessness continue to decline
- Evictions continue to drop dramatically in County
- New partnerships with property managers/landlords/tax credit projects in Sequim and Forks, more rental units at affordable rents
- Internet conferencing system and social networking system with partners and mainstream agencies to sustain permanent success for families
- Permanent supportive housing for chronically homeless families
- Evolving role of service & mainstream providers, MOUs with clear expectations with CPS, CSO, Diversion Courts and MH/SA providers.

Some Early Lessons Learned

- Community collaboration, capacity-building across the county, expanding housing choices, nimble problem solving and motivated families are key to success of re-housing/rapid exit
- Re-purpose local programs and funding to be cost effective and sustainable
- One-on-One assessment & negotiation of housing solution- what does applicant want from us and what do they bring to the contract?
- Follow up, service delivery, data tracking- be innovative!
- Slow progress in establishing countywide plan is okay!