



Breaking the Silos, Building the Bridge: Mastering the Housing Navigation Ecosystem

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Housing as a Human Right: Access, Stability, & Production

September 23, 2026

Average Time to Permanent Housing Move-In

RRH & PSH Results

STRONGER
PEOPLE
BRIGHTER
COMMUNITIES

PEOPLE × PARTNERSHIPS × PERMANENT HOMES



PSH

50.6
days



RRH

108.6
days



Combined

88.4
days



What the Results Show



PSH had the shortest average time to permanent housing move-in.



RRH had a longer average timeline than PSH.



The combined average across both project types was 88.4 days.



Calculation Scope



Measure used: admission date to permanent housing move-in date.



Project types included: PSH and RRH.



Records included only where both dates were available.



Takeaway: Permanent Supportive Housing (PSH) showed a shorter average time to housing move-in than Rapid Re-Housing (RRH), with a combined average of 88.4 days across 11,738 records.

Source: Local HMIS analysis of admission date to permanent housing move-in date (RRH & PSH).

Housing as a Human Right: Access, Stability, & Production

Miami-Dade County, FL

Housing Navigation Impact

PEOPLE × PARTNERSHIPS × PERMANENT HOMES



STRONGER
PEOPLE
BRIGHTER
COMMUNITIES



YOUTH AND
FAMILIES

90 → 45
days days

Average time from shelter to permanent housing

50%
reduction



Navigation Model



Housing 305 paired households with dedicated navigators



Shared housing database and care coordination



Support with unit search, applications, and provider-landlord coordination



Why It Worked



Streamlined the pathway from shelter to housing



Improved cross-system coordination



Reduced delays in housing placement



Takeaway: A coordinated navigation and housing-search model cut the average time from shelter to permanent housing in half.

Source: Miami Homes For All, Housing 305.

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Breaking the Silos, Building the Bridge Creating Conditions for Housing Success



THE HOUSING-FOCUSED ECOSYSTEM

Success requires more than housing resources.

HOUSING
SUCCESS

=



BELIEF

Culture creates possibility.

Leadership and staff believe homelessness can be resolved and that housing is the goal - not the reward at the end of a service process.



SPEED

Time is the competitor.

Every unnecessary delay can mean a lost unit, a lost landlord opportunity, or more time experiencing homelessness.



STRATEGY

**Standardize principles.
Customize tactics.**

Fund flexibility.

Give people a clear framework - and enough flexibility to respond to real life.

SCALE BELIEF TO SCALE OUTCOMES

Scarcity is a market condition. A scarcity mindset is an organizational response.

SCARCITY MINDSET Red Flag Language

“There's nothing we can do. The market is impossible.”

“They have no income. How could we possibly house them?”

“They have too many barriers.”

“They aren't housing ready.”

RESULT:
Paralysis & Moral Injury

ENTREPRENEURIAL MINDSET

Housing-Focused Language

“The market is extremely difficult.
What can we control?”

“Housing creates the conditions for
readiness.”

“What CAN we do right now?”

“Stay ready to be ready.”

RESULT:
Creativity & Momentum

WIN ON TIME: DON'T COMPETE AGAINST YOURSELF

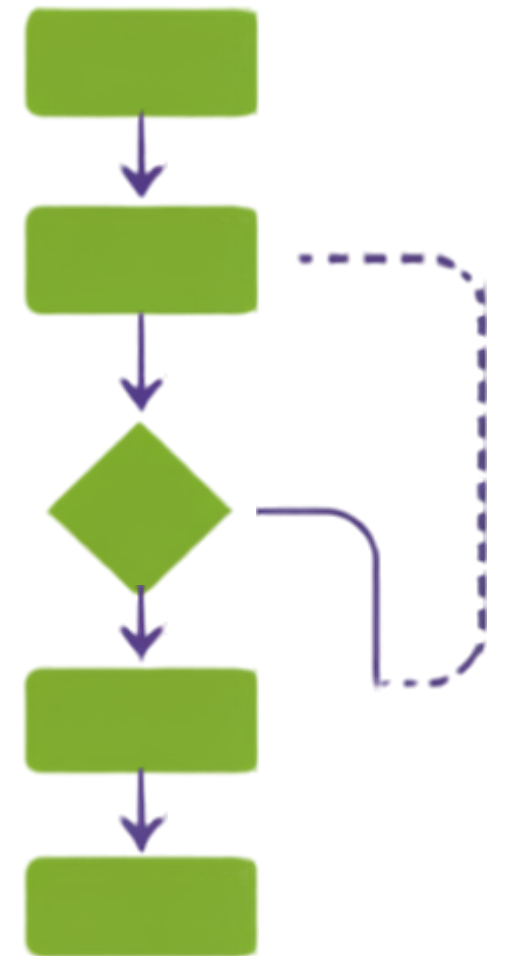
In a difficult market, organizational delay is especially expensive.

THE MARKET CREATES FRICTION



VS

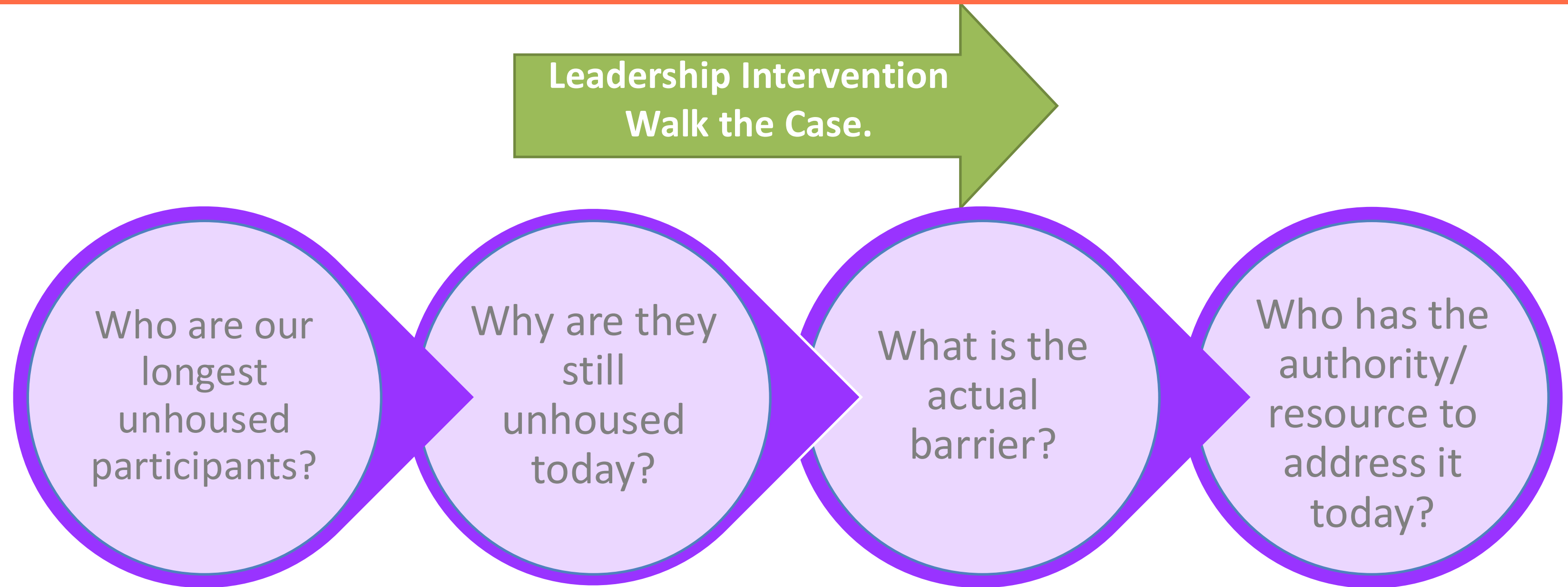
DON'T ADD ORGANIZATIONAL FRICTION



We can't control the first list. Leadership owns the second.

PROGRESSIVE ENGAGEMENT NEEDS A CHAMPION

When the case is stuck, leadership needs to get curious.



If staff present the same barrier repeatedly in the same case, the process is stuck. Don't blame the participant; analyze your organization's response.

STANDARDIZE THE STRATEGY. CUSTOMIZE THE TACTICS.

Be firm on the desired outcome. Be flexible in how you achieve it.

LEADERSHIP STANDARDIZES

Housing-focused principles

Progressive engagement

Landlord engagement

Menu of available tools

Flexible funding parameters

Decision-making authority

Escalation pathways

FRONTLINE CUSTOMIZES

Housing pathways

Participant approach

Landlord strategy

Timing and sequencing

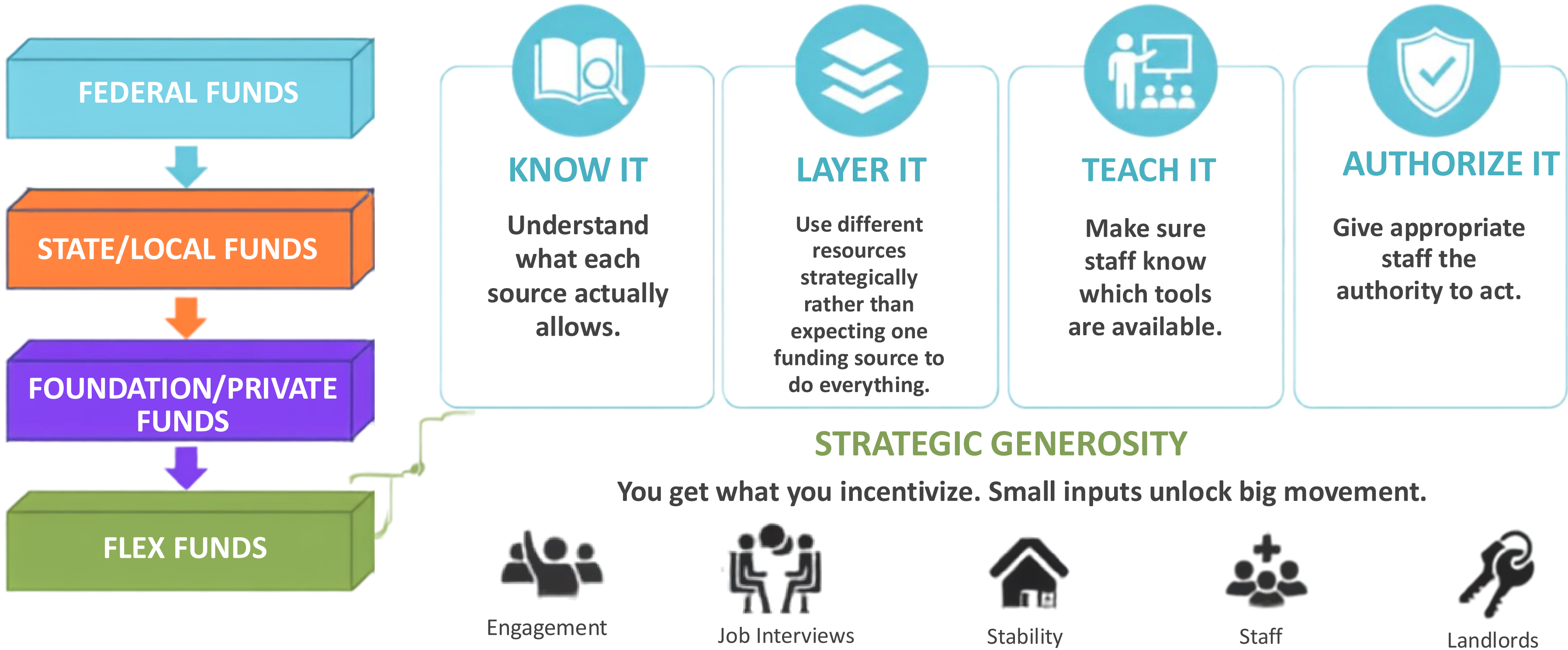
Community partnerships

Barrier solutions

Standardize the principles. Don't standardize people.

FUND FLEXIBILITY. EMPOWER STAFF TO USE IT.

Flexibility is a system - not an exception.



Flexible funding isn't flexible if the person who needs to use it can't access it quickly.

TACTICAL SPOTLIGHT: SIDE-BY-SIDE PAYMENTS

Building a safety cushion before the exit.

Traditional Step-Down



VS.

SIDE-BY-SIDE STRATEGY





LEADERSHIP: CLEAR THE BRUSH

Raise funds. Translate compliance. Empower staff.
Remove obstacles. Streamline decisions. Get out of the way.

BELIEF. SPEED. STRATEGY.

What's one point of friction you can remove tomorrow?

Thank You!

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