



**What It Takes to End Chronic Homelessness
Webinar with Two US Communities
February 13, 2018**

Presenters



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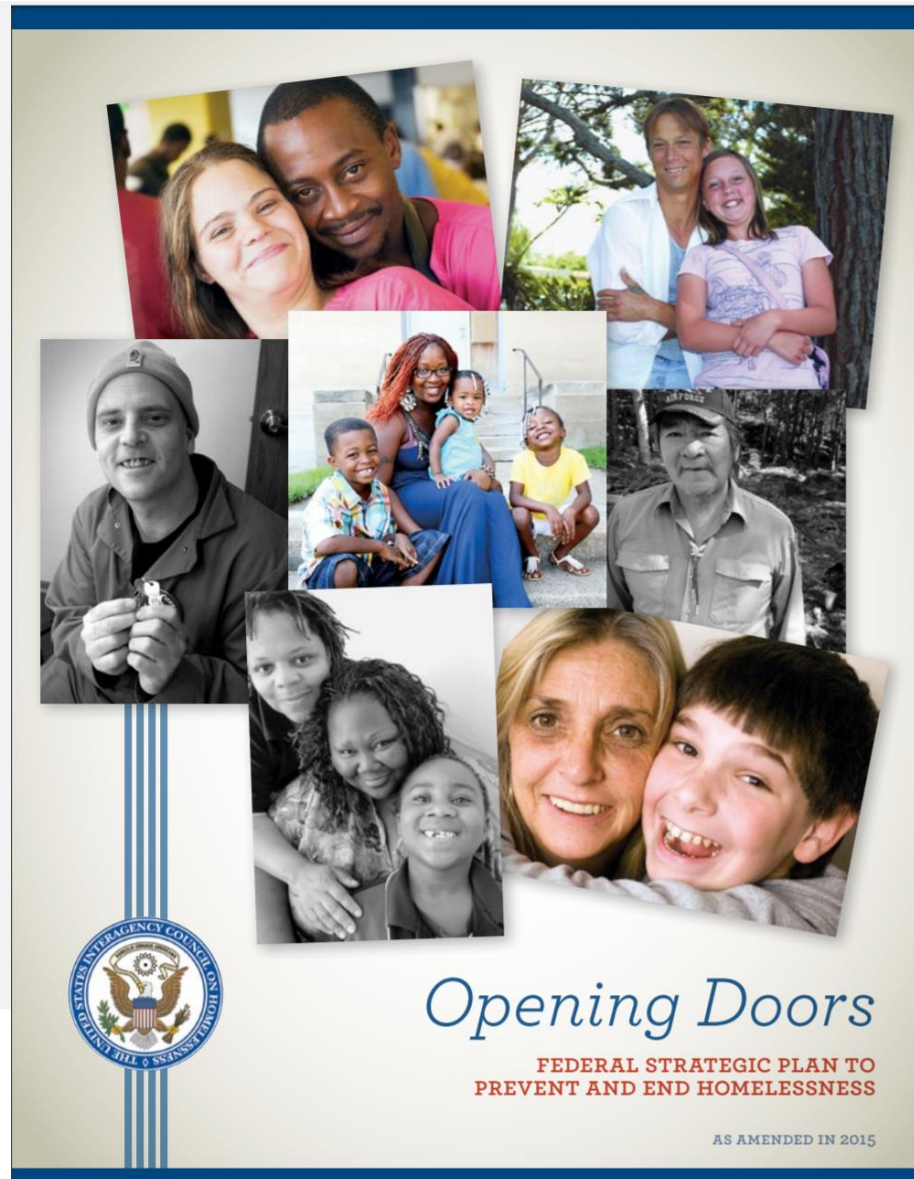
- US Context Overview
- Rockford, Illinois
- Lancaster County, Pennsylvania
- Q&A



Overview of United States Context for Ending Chronic Homelessness

National Plan for Ending Homelessness

- First released 2010 and updated in 2012 and 2015 with plans to release next update in early 2018
- Sets goals to end veterans homelessness by 2015, chronic homelessness by 2017, and family and youth homelessness by 2020



HUD – federal Housing and Urban Development

USICH – United States Interagency Council on Homelessness

US Campaign Evolution

The logo consists of the text "100,000 HOMES" in a bold, red, all-caps sans-serif font.

(2010-2014)

The logo features the text "Zero: 2016" in a large, orange, sans-serif font. Below it, the words "from Community Solutions" are written in a smaller, blue, all-caps sans-serif font.

(2014-2016)

The logo features the text "Built For Zero." in a large, bold, maroon, sans-serif font. Below it, the words "COMMUNITY SOLUTIONS" are written in a smaller, blue, all-caps sans-serif font.

(2016-Present)

Chronic Homelessness Definitions

US Federal Definition:

The US federal Housing and Urban Development (HUD) released a new definition effective January 2016 which can be summarized as, “To be considered chronically homeless, a person must have a disability and have been living in a place not meant for human habitation, in an emergency shelter, or a safe haven for the last 12 months continuously or on at least four occasions in the last three years where those occasions cumulatively total at least 12 months”.

(<http://www.csh.org/2015/12/hud-defines-chronically-homeless/>)

Canadian Federal Definition:

“Chronically homeless refers to individuals, often with disabling conditions (e.g. chronic physical or mental illness, substance abuse problems), who are currently homeless and have been homeless for six months or more in the past year (i.e., have spent more than 180 cumulative nights in a shelter or place not fit for human habitation)”.

(Through the [HPS Directive 2014-2019](#))

Definitions for Ending Chronic Homelessness

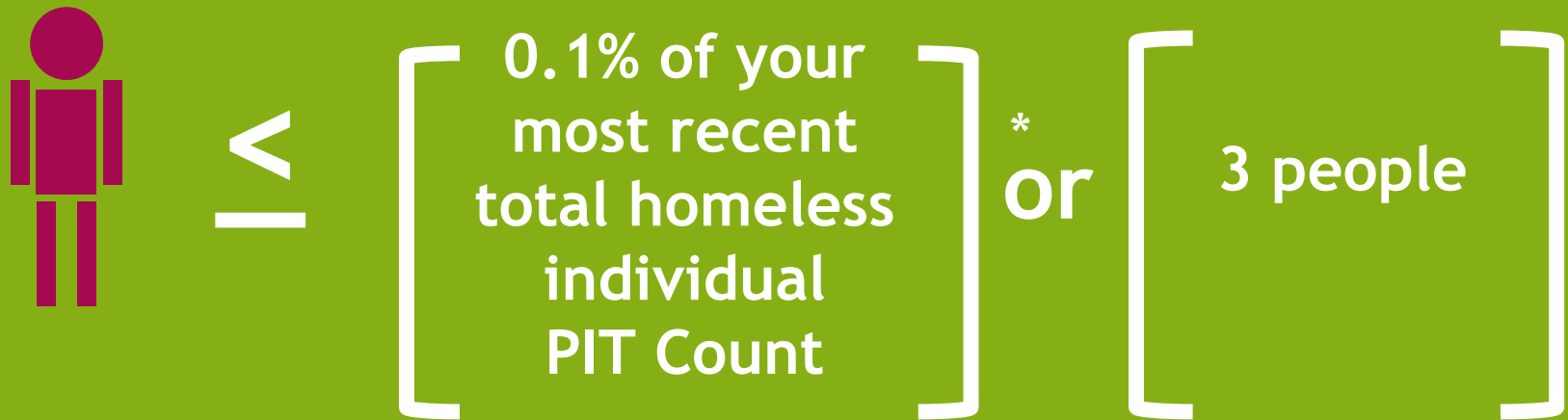
US Federal Definition:

- Includes criteria, benchmarks and measures from USICH:
<https://www.usich.gov/tools-for-action/criteria-and-benchmark-for-ending-chronic-homelessness>

Canadian Federal Definition:

- Does not yet have one but 20KHomes has one for Campaign goal to “end chronic homelessness in 20 communities by July 1, 2020” - similar to definition on next slide but based on By-Name List
- For further information see the [20KHomes Functional Zero Chronic Homelessness Q&A](#)

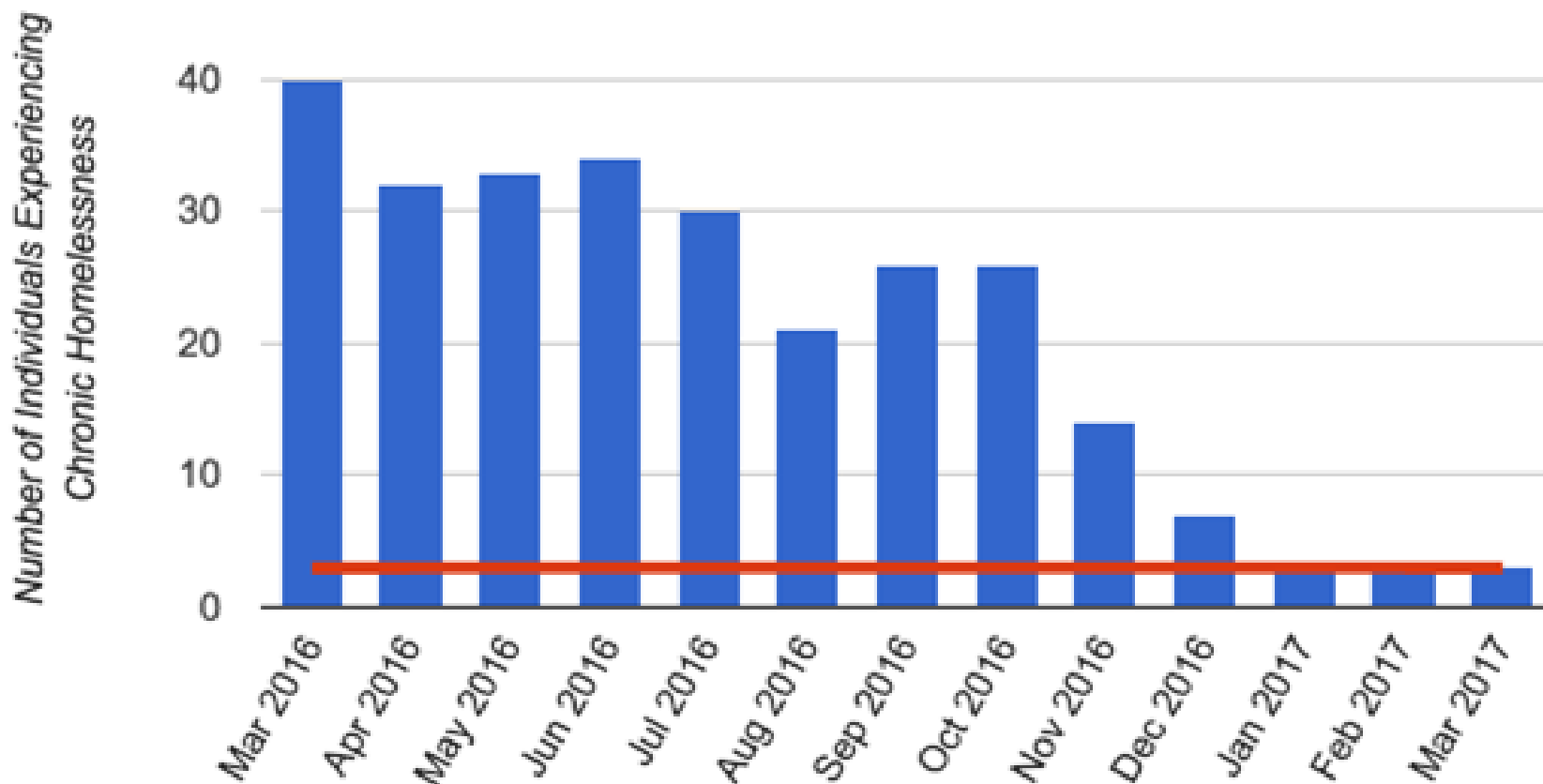
The Benchmark for Functional Zero Chronic in US



*Whichever is greater
Sustained for 3 months

<https://www.usich.gov/tools-for-action/criteria-and-benchmark-for-ending-chronic-homelessness/>

Built for Zero Process to Confirm Ending Chronic Homelessness



US Govt. Process to Confirm Ending Chronic Homelessness

Steps:

- A Continuum of Care (COC) requests federal confirmation when it has met the measure of ending chronic homelessness – 3 or less people
- An initial assessment call is held with the community. The [criteria](#) and [questions](#) are sent to the CoC to self-assess whether the goal has been met

Criteria:

1. Identified and provided outreach to all individuals experiencing or at risk for chronic homelessness, and prevents chronic homelessness whenever possible.
2. Provides access to shelter or other temporary accommodations immediately to any person experiencing unsheltered chronic homelessness who wants it.
3. Implemented a community-wide Housing First orientation and response that also considers the preferences of the individuals being served.
4. Assists individuals experiencing chronic homelessness to move swiftly into permanent housing with the appropriate level of supportive services and effectively prioritizes people for permanent supportive housing.
5. Has resources, plans, and system capacity in place to prevent chronic homelessness from occurring and to ensure that individuals who experienced chronic homelessness do not fall into homelessness again or, if they do, are quickly reconnected to permanent housing.

US Govt. Process to Confirm Ending Chronic Homelessness

Steps Continued:

- If its determine the community has likely met the goal, a request for technical assistance (TA) support from HUD is made
- The TA conducts an initial assessment and makes recommendation as to readiness to continue in the process
- TA then works with CoC to complete confirmation tools:
 - Benchmark tracking tool
 - Narrative form
 - Benchmark dashboard
 - Stakeholder confirmation
- Submit and federal government interagency team reviews, checks in with national partners, and determines that the community has either:
 - Being validated as meeting the goal of ending chronic homelessness
 - Identify as unable to validate
 - Requires further information
- Federal government sends CoC a letter with results

Other US Terms and Background

- Continuum of Care (CoC) - HUD requires communities to collaboratively apply through a regional or local planning body to coordinate housing and services funding towards the goal of ending homelessness. There are over 400 CoC's all across the US.
- Permanent Supportive Housing (PSH) – a term that refers to longer-term supports with housing including mobile housing first programs and fixed site self-contained supportive housing programs
- Requirements from HUD:
 - 2009 - Homeless Management Information System (HMIS)
 - 2009/2012/2014/2017 - Common Assessment Tool
 - January 2018 - Coordinated Entry System CES (in Canada also calling Coordinated Access System or CAS)



Rockford, Illinois



Jennifer Jaeger

THERE'S A METHOD TO OUR MADNESS: TRANSFORMING OUR COMMUNITY BY ENDING HOMELESSNESS

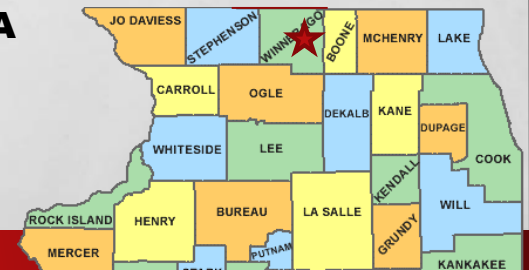
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WHAT OUR COMMUNITY LOOKS LIKE:

WE ARE A TWO COUNTY AREA IN NORTHERN ILLINOIS ABOUT 90 MILES NORTHWEST OF CHICAGO. ROCKFORD IS THE LARGEST CITY IN THAT AREA WITH 155,000 PEOPLE. TOTAL POPULATION OF THE TWO COUNTIES IS APPROXIMATELY 385,000 WITH A COMBINATION OF URBAN AND RURAL AREAS.



WHO WE ARE AS AN AGENCY

- **WE ARE A CITY DEPARTMENT BUT ALSO A PUBLIC COMMUNITY ACTION AGENCY SERVING BOTH COUNTIES**
- **WE ALSO ARE THE HUD GRANTEE FOR THE AREA, THE COLLABORATIVE APPLICANT AND OPERATE THE COORDINATED ENTRY SYSTEM.**
- **COMMUNITY ACTION AGENCIES ALREADY SERVE MANY OF THE POOREST FAMILIES IN OUR COMMUNITIES.**
- **AT THE TIME HUD ISSUED THE INITIAL CHALLENGE TO END VETERAN HOMELESSNESS, WE HAD A MAYOR WHO HAD MADE SOCIAL ISSUES A PRIORITY.**



WHAT WAS THE SCOPE OF HOMELESSNESS IN OUR COMMUNITY?

- **ACCORDING TO OUR JANUARY 2015 POINT-IN-TIME (PIT) COUNT, THERE WERE A TOTAL OF 327 HOMELESS PERSONS COUNTED. OF THESE, 146 WERE IN EMERGENCY SHELTERS, 152 WERE IN TRANSITIONAL HOUSING, AND 29 WERE UNSHELTERED.**
- **ALTHOUGH THE PIT NUMBER WAS RELATIVELY LOW, A TOTAL OF 515 PERSONS WERE SEEN IN THE FIRST 6 MONTHS OF THE SINGLE POINT OF ENTRY.**
- **FOR BOTH VETERANS AND CHRONIC, THE NUMBER WE ACTUALLY HOUSED FAR EXCEEDED THE ORIGINAL NUMBER DEVELOPED BY HUD AND COMMUNITY SOLUTIONS BASED UPON OUR HOMELESS DATA. IN BOTH CASES WE HOUSED THREE TIMES AS MANY VETERANS/CHRONICALLY HOMELESS AS WE WERE EXPECTED TO HOUSE**

FEDS' FUNDING REQUIREMENT



Gerri Houy (from left), Everette Harris and Lou Ness walk along the train tracks Wednesday under South Winnebago Street in Rockford looking for campsites of homeless people as part of the federally mandated Point in Time census of homeless people. MAX GERSH/ROCKFORD REGISTER STAR

Survey says: Volunteers gain insight during homeless count

FEDERAL CHANGES THAT HELPED

In 2009, HUD implemented the HEARTH Act, which changed many regulations about homelessness. The bigger changes include:

- **A requirement to serve the “hardest to house” first,**
- **Clear definitions about homelessness and what programs can serve what categories of homeless,**
- **The addition of Rapid Rehousing which provides funding to rapidly rehouse persons in private housing for up to 24 months. It also allows people to keep their homeless status for the purpose of publically funded units in case public housing or a supportive housing project is a better fit but has a waiting period,**
- **Started defining “Housing First” as the model CoCs should follow, and**
- **Eliminated the ability of transitional or permanent supportive projects to remove someone from a program for anything but the most severe reasons**
- **HUD also added new funding streams for outreach, coordinated entry and planning to support these changes.**

OUR COORDINATED ASSESSMENT SYSTEM

- **A SYSTEM-WIDE PROCESS THAT SERVES ANY AND ALL HOMELESS POPULATIONS.**
- **WE USE A COMBINATION OF A HOMELESS HOTLINE, A SINGLE POINT OF PHYSICAL ENTRY AND STREET OUTREACH ENTRY TO PROVIDE ASSESSMENT AND ENROLLMENT INTO COORDINATED INTAKE.**
- **EACH ENTRY POINT HANDLES ASSESSMENT, DATA ENTRY, REFERRALS, AND PLACEMENT. WE ARE BUILDING THESE POINTS TO BE THE ENTRY POINT FOR PREVENTION AND DIVERSION SERVICES AS WELL.**
- **ASSESSMENT STAFF PROVIDE THE NECESSARY PREVENTION OR DIVERSION SERVICES OR REFER A FAMILY TO THE PROGRAM THAT IS BEST EQUIPPED TO GET THEM INTO PERMANENT HOUSING AS QUICKLY AS POSSIBLE TAKING INTO CONSIDERATION CLIENT CHOICE**

[HTTP://WWW.ENDHOMELESSNESS.ORG/LIBRARY/ENTRY/COORDINATED-ASSESSMENT-TOOLKIT](http://www.endhomelessness.org/library/entry/coordinated-assessment-toolkit)



OTHER COMPONENTS OF OUR COORDINATED ENTRY SYSTEM

- **Our CoC, in conjunction with Coordinated Entry, has established common intake, assessment, termination, and discharge policies that all agencies follow.**
- **Our system is community wide, every agency that provides any type of housing for the homeless participates.**
- **Our system is based on a continuous loop, anyone who is discharged or chooses to leave any housing placement is looped back to the single point of entry.**
- **Because we are also the grantee/collaborative applicant we have the tools to regulate compliance with the CES through monitoring and funding.**
- **We use a by name list approach as developed by Community Solutions for Built for Zero**

OUR BY-NAME LIST AND COLLECTIVE IMPACT

BY-NAME LIST

- **EVERY PERSON ENTERING THE SPOE IS ADDED.**
- **THE LIST IS THE RESPONSIBILITY OF THE COORDINATED ENTRY SYSTEM**
- **ALTHOUGH WE LINK/MATCH OUR BY-NAME LIST TO OUR HMIS OUR LIST DOES NOT LIVE WITHIN HMIS.**
- **EVERYONE IS SCORED USING THE APPROPRIATE SPDAT AND PLACED ON THE LIST BY POINT VALUE**
- **THE PERSON AT THE TOP OF THE LIST (THE MOST AT NEED) GETS THE NEXT PERMANENT HOUSING OPENING THAT THEY ARE QUALIFIED FOR- THE ONLY QUALIFIERS ARE PROJECT TYPES, I.E. VETERANS, FAMILIES, ETC.**

COLLECTIVE IMPACT

- **OUR LIST IS ON GOOGLE DOCS AND WE PULL OUT SUB LISTS AS NEEDED TO WORK ON SPECIFIC POPULATIONS.**
- **EACH SUB LIST HAS A COLLECTIVE IMPACT TEAM OF ALL AGENCIES THAT WOULD NATURALLY INTERACT WITH THE POPULATION/HAVE RESOURCES TO SERVE THEM.**
- **TO START, WE MEET WEEKLY TO “WORK THE LIST” . WE GO THROUGH EACH PERSON ON THE LIST AND PROVIDE SHARED INFORMATION AND DEVELOP HOUSING PLANS.**
- **USING THIS METHOD, THE ENTIRE TEAM BECOMES RESPONSIBLE FOR ENSURING THE PEOPLE ON THE LIST ARE PERMANENTLY HOUSED.**
- **THEY ALSO MAKE UP THE OUTREACH TEAM THAT WORKS TO ENSURE WE HAVE CONTACTED ALL MEMBERS OF THE TARGETED HOMELESS POPULATION.**

THE COLLECTIVE IMPACT TEAM

- **COLLECTIVE IMPACT TEAMS ARE CRITICAL TO SUCCESS. WHO'S ON YOUR TEAM WILL DETERMINE HOW SUCCESSFUL YOU ARE. USING A HIGH PROFILE PERSON TO INVITE TEAM MEMBERS WHEN STARTING AN INITIATIVE WILL CREATE GREATER COMMUNITY BUY-IN. OUR MAYOR PERSONALLY INVITED THE MEMBERS OF OUR FIRST TEAM.**

Especially for the chronically homeless include your Fire/EMS. They have constant contact and a good relationship with those living on the street.

A word cloud of various community partners and organizations. The words are arranged in a roughly circular shape, with 'Faith-based' and 'Hospitals' being the largest. Other words include 'Housing', 'Mental-Health', 'Fire', 'Police', 'Businesses', 'Park', 'Shelters', 'Advocates', 'EMS', 'Substance-Abuse-Treatment', 'Volunteers', 'Neighborhood-groups', 'Government', and 'Homeless District'.

Hospitals
Housing
Mental-Health
Fire
Faith-based
Police
Businesses
Park
Shelters
Advocates
EMS
Substance-Abuse-Treatment
Volunteers
Neighborhood-groups
Government
Homeless District

OUTREACH

- **WITHOUT DOUBT, OUTREACH HAS BEEN A CRITICAL COMPONENT TO OUR SUCCESS AT REACHING FUNCTIONAL ZERO FOR VETERANS AND CHRONIC HOMELESS POPULATIONS.**
- **WE WORKED HARD TO IDENTIFY WHAT WAS MOST IMPORTANT TO THE PEOPLE WE WERE TRYING TO HOUSE AND DEVELOPED PLANS TO MAKE SURE THOSE NEEDS WERE MET TO THE EXTENT POSSIBLE.**
- **WE USED UNCONVENTIONAL METHODS. ONE MAN WAS NEVER SOBER ENOUGH TO ENGAGE/HOUSE. WE WORKED WITH THE STATE'S ATTORNEY TO "CHECK HIM OUT" OF JAIL TO TAKE HIM TO A HOUSING APPOINTMENT. BECAUSE HE WAS IN JAIL ON A MINOR ORDINANCE VIOLATION, HE WAS CLEAN AND SOBER ENOUGH TO GET THROUGH THE INTERVIEW WITH THE LANDLORD. THE MAN ON THE RIGHT WAS ON OUR STREETS FOR YEARS. WHEN MIKE SHOWED UP IN THE PAPER, WE FIGURED OUT THAT HE MIGHT RESPOND BETTER TO FEMALES AND CHANGED TO FEMALE OUTREACH FOR HIM, HE WAS HOUSED SOON AFTER.**
- **WE USED A "TASTE OF HOUSING" TO CONVINCE THE MOST STREET HARDENED THAT WE WERE SERIOUS AND PROVIDED THEM STAYS IN A RESIDENTIAL HOTEL WHILE WORKING TOWARD PERMANENT HOUSING.**
- **WE HOUSED QUICKLY. THIS WAS THE MOST EFFECTIVE WAY TO CONVINCE THE OTHERS WE WERE SERIOUS.**



HOUSING

- **WE USE A BLEND OF PERMANENT SUPPORTIVE HOUSING, SUBSIDIZED HOUSING AND MARKET RATE HOUSING FOR PERMANENT PLACEMENT.**
- **IN ORDER FOR PARTICIPANTS TO AFFORD MARKET RATE, WE WORK WITH THEM TO OBTAIN GENERAL ASSISTANCE AND/OR USE RAPID REHOUSING FUNDS WHILE WORKING TO OBTAIN DISABILITY BENEFITS OR EMPLOYMENT.**
- **WE RECENTLY STARTED EXPERIMENTING WITH HOUSE SHARING AS A WAY TO GENERATE ENOUGH INCOME FOR MARKET RATE HOUSING. THIS HAS BEEN MORE SUCCESSFUL THAN WE EXPECTED. THE PERSONS GROUPED TOGETHER HAVE USED THEIR INDIVIDUAL STRENGTHS TO MAKE THE GROUP DYNAMIC FUNCTIONAL. ONE MAY LOVE TO COOK WHILE ANOTHER MIGHT BE THE ONE WHO MAKES SURE ALL OF THEM REMEMBER APPOINTMENTS AND TASKS. WHEN YOU THINK ABOUT IT. IT'S NOT SO DIFFERENT FROM THE DYNAMIC THEY SHARED WHILE IN A CAMP.**



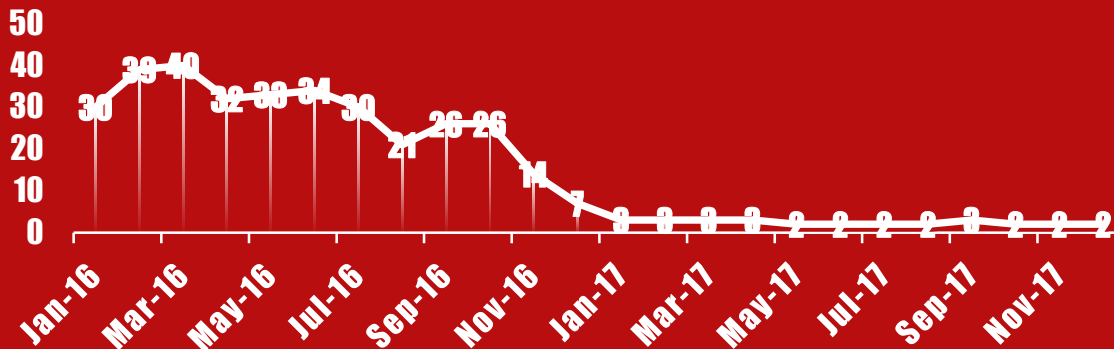
BUILT FOR ZERO

- **THE COACHING WE RECEIVED FROM CORPORATION FOR SUPPORTIVE HOUSING AND OUR ONGOING WORK WITH COMMUNITY SOLUTIONS MADE THE DIFFERENCE FOR US IN THESE EFFORTS. THE TOOLS PROVIDED BY BUILT FOR ZERO INCLUDED:**
 - **GOLD STANDARDS FOR COORDINATED ENTRY, BY NAME LISTS AND DATA GATHERING.**
 - **CONSISTENT REVIEW AND FEEDBACK ON OUR DATA.**
 - **CONSTANT, SUPPORTIVE LEADERSHIP. EVEN WHEN WE WERE SURE WE HAD HIT A MAJOR ROADBLOCK THEY WERE ABLE TO COACH US THROUGH CREATIVE SOLUTIONS.**

THE DATA-SYSTEMS DEVELOPED TO END HOMELESSNESS

- **UNLESS YOU HAVE A DATA DRIVEN METHOD TO ENSURE YOU HAVE CAPTURED ALL THE DATA, YOU HAVE NO WAY TO KNOW FOR SURE THAT YOU HAVE “MOVED THE NEEDLE” ON HOMELESSNESS.**
- **THE BUILT FOR ZERO MODEL TAUGHT US HOW TO CAPTURE ALL OF THE RELEVANT DATA POINTS (INFLOW, OUTFLOW, HOUSED, RETURNS TO HOMELESSNESS, ETC.) THEY ALSO “RATED” OUR SYSTEMS SUCH AS COORDINATED ENTRY AND BY NAME LISTS TO HELP US ACHIEVE HIGH PERFORMANCE.**
- **THEY DEVELOPED DASHBOARDS FOR US TO MEASURE PROGRESS TOWARD ENDING HOMELESSNESS AS WELL AS TO TRACK OUR SUCCESS AT SUSTAINING.**

CHRONIC HOMELESS CHART



SYSTEM PERFORMANCE

AS A RESULT OF WORKING WITH BUILT FOR ZERO OUR SYSTEM PERFORMANCE IMPROVED DRAMATICALLY. THREE EXAMPLES OF THIS ARE:

- 1. IDENTIFICATION TO HOUSING DECREASED FROM 3.5 MONTHS TO UNDER A MONTH.**
- 2. TIME FROM BECOMING HOMELESS TO IDENTIFICATION AND ASSESSMENT DECREASED FROM 4 MONTHS TO UNDER A WEEK.**
- 3. OUTREACH STRATEGIES WENT FROM BEING ABOUT 25% SUCCESSFUL TO 95% SUCCESSFUL.**

FUNCTIONAL ZERO-VETERAN HOMELESSNESS

- **IN ADDITION TO SYSTEM IMPROVEMENTS, THERE ARE SOME THINGS WE'VE LEARNED ALONG THE WAY ABOUT HOMELESSNESS. EVERY SUBPOPULATION HAS ITS' UNIQUE TWISTS.**
- **WITH VETERANS, IT ALL TURNED OUT TO BE ABOUT "WHO YOU KNOW"**
- **WE COULD NOT HAVE BEEN SUCCESSFUL IN REACHING FUNCTIONAL ZERO FOR VETERANS WITHOUT A COMPLETELY COOPERATIVE PARTNERSHIP WITH VETERAN SERVING AGENCIES INCLUDING THE VETERAN'S ADMINISTRATION, OUR LOCAL VA HOSPITAL STAFF AND OUR COUNTY VETERAN'S ASSISTANCE COMMISSION. THIS PARTNERSHIP HELPED US BUILD A SYSTEM THAT MADE IDENTIFYING VETERANS EASIER AND GETTING THEM ACCESS TO THE RIGHT PERMANENT HOUSING FASTER.**

FUNCTIONAL ZERO-CHRONIC HOMELESSNESS

- **WITH THE CHRONICALLY HOMELESS IT ALL TURNED OUT TO BE ABOUT “STREET CRED”**
- **WE COULD NOT HAVE BEEN SUCCESSFUL IN REACHING FUNCTIONAL ZERO FOR THE CHRONICALLY HOMELESS WITHOUT:**
 - **OUTREACH TEAMS THAT COULD IMPROVISE, SOLVE PROBLEMS AND FOLLOW THROUGH ON THE STREET.**
 - **HOUSING QUICKLY AND OFTEN. THIS GAVE US CREDIBILITY AMONG THOSE WHO HAD BEEN ON THE STREET A LONG TIME AND WHO HAD BEEN PROMISED HELP BEFORE.**

FUNCTIONAL ZERO-YOUTH HOMELESSNESS

- **WE'VE MET OUR PRELIMINARY GOAL OF HOUSING 10% OF HOMELESS YOUTH WITHIN 3 MONTHS. OUR FINAL GOAL IS FUNCTIONAL ZERO BY THE END OF 2018.**
- **WE KNOW THAT ENDING YOUTH HOMELESSNESS IS GOING TO TAKE ALL OF THE SKILLS WE LEARNED WITH VETERANS AND THE CHRONICALLY HOMELESS.**
- **LIKE VETERANS, YOUTH HAVE MULTIPLE SYSTEMS BUILT AROUND THEM INCLUDING CHILD WELFARE AND THE EDUCATIONAL SYSTEM. ENGAGEMENT OF THESE SYSTEMS WILL BE CRITICAL TO SUCCESS.**
- **LIKE CHRONIC, HOMELESS YOUTH HAVE ZERO TRUST . WE ARE USING A YOUTH ADVISORY COUNCIL MADE UP OF CURRENT AND FORMERLY HOMELESS YOUTH TO HELP US DESIGN BETTER OUTREACH.**

WHAT HAVE WE LEARNED?

- **CHANGE IS HARD, EVEN WHEN YOU BELIEVE IN WHAT YOU ARE DOING!**
- **HAVING A COMMUNITY LEADER AS A CHAMPION AND A COMMUNITY COACH ARE IMPORTANT SO THAT THE ISSUES YOU ARE ADDRESSING MAINTAIN A HIGH PROFILE AND COMMUNITY SUPPORT.**
- **HAVING MECHANISMS IN PLACE TO ENSURE COMPLIANCE IS CRITICAL. THE AGENCY THAT CONTROLS THE FUNDING BOTH LOCALLY AND THE GRANTOR MUST BE WILLING AND ABLE TO PROVIDE ENFORCEMENT THROUGH FUNDING OR MONITORING.**
- **BE TRANSPARENT- HAVE A METHOD OF PUBLICALLY REPORTING YOUR DATA ON A REGULAR BASIS.**
- **THIS IS ALWAYS A WORK IN PROGRESS, WE ARE CONSTANTLY CHANGING OUR SYSTEM AS WE DISCOVER WAYS TO IMPROVE PERFORMANCE. WE REGULARLY DO BARRIER REVIEWS TO ENSURE WE HAVEN'T PUT ANY BARRIERS IN PLACE THAT COULD IMPEDE RAPID PERMANENT HOUSING.**
- **IT IS AN ONGOING RELATIONSHIP. ONCE SOMEONE IS HOUSED YOU STILL NEED TO MAKE SURE YOUR SYSTEM HAS A WAY TO PROVIDE SUPPORT AND NOTIFIES YOU WHEN THERE ARE PROBLEMS SO THAT YOU CAN PREVENT THAT PERSON YOU HAVE HOUSED FROM BECOMING HOMELESS AGAIN.**



Bermuda



Lancaster County, PA



Michael Foley



CHRONIC HOMELESSNESS

PA-510 - Lancaster City & County, Pennsylvania

Total Population = 592,622

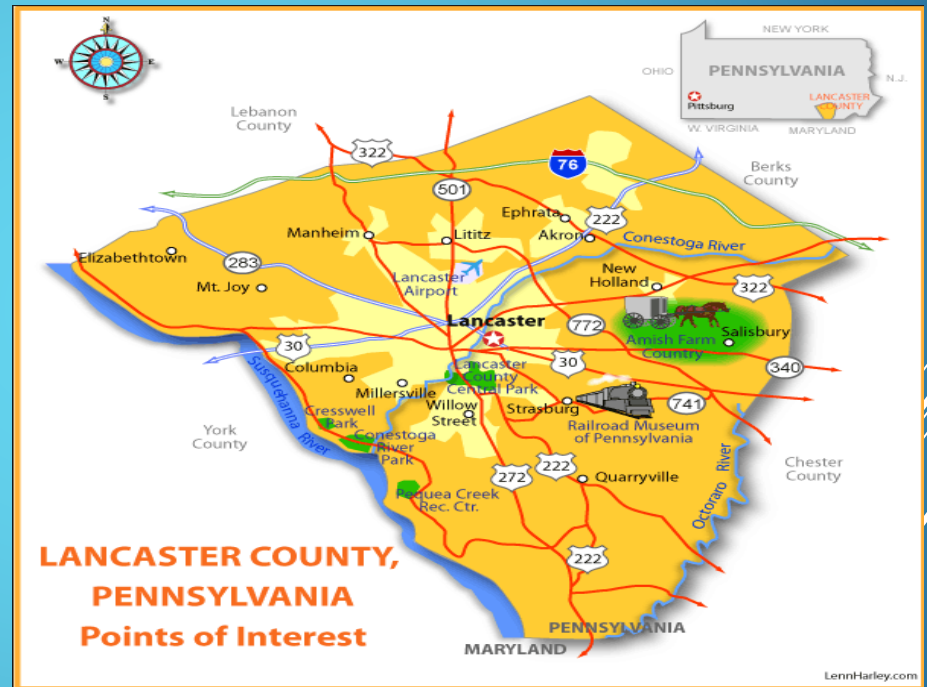
City: 59,302

County: 533,320

Occupancy rates for all rental properties exceed 95%

50% of the renter households in the count are cost burdened paying more than 30% of their income for rent.

72% of all households have a combined housing and transportation cost burden of 45% of their income or higher.




Vicarious Trauma & Compassion Fatigue



Building a Coalition

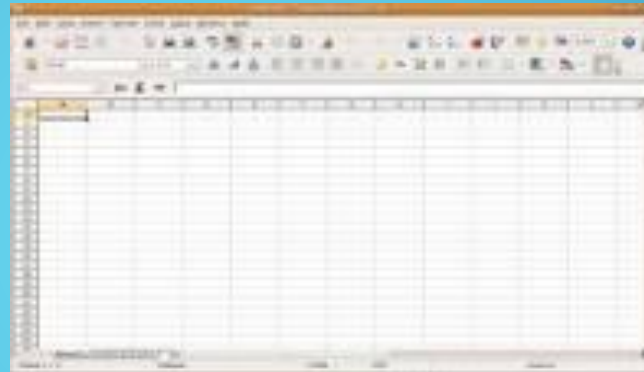


COORDINATED ENTRY AND PRIORITIZATION

- A Coordinated Entry process is intended to increase and streamline access to housing and services for households experiencing homelessness, matches appropriate levels of housing and services based on their needs, and prioritizes persons with severe service needs for the most intensive interventions.
 - HUD recommends that Continuums of Care require that all funded Permanent Supportive Housing programs only accept referrals through a single prioritized waiting list that is created through the Coordinated Entry process.
 - Go above and beyond by prioritizing all units possible (funded and unfunded).
 - Continuums of Care use a standardized assessment tool, in accordance with 24 CFR 578.3. We chose the Vi-SPDAT, SPDAT
- 

Matching prioritized units with prioritized people

- Outreach
- By-Name-List
- Weekly Case Conferencing



“AT RISK” - OF MEETING THE CHRONIC DEFINITION

Individuals who meet at least one of the following criteria are added to the “at risk” tab of the community’s By Name List

- Individuals who have experienced homelessness for 365+ days but do not report having a disability.
- People who have a documented disability and have 200+ days homeless.
- People who have 3 episodes of homelessness in the past 3 years.
- People identified by outreach workers and shelter staff as having extraordinary difficulty navigating the housing system.
- People living unsheltered who, due to personal reasons, are currently unable to accept housing offers.

FUNDING

- Federal Department of Housing and Urban Development
- Pennsylvania State – Homeless Assistance Program Funds
- County of Lancaster
- United Way
- Private Foundations
- Faith-based & Civic Organizations
- Fundraising



Media messaging



