TECHNICAL ASSISTANCE TO IMPROVE DELIVERY OF HOMELESSNESS PROGRAMS

Department of Housing and Community Development
Housing Policy Division
Agenda

• Overview of HCD Technical Assistance (TA)
  – TA Request Forms
  – TA Open House Forums

• Building Capacity
  – Technical Assistance Collaborative Inc.

• Housing Stability
  – Corporation for Supportive Housing.

• Housing First
  – Home Base.

• Q & A
# Technical Assistance Opportunities at HCD

<table>
<thead>
<tr>
<th>Available Assistance</th>
<th>Capacity Building</th>
<th>Housing First</th>
<th>Housing Stability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Create or update Homeless plans</td>
<td>Setting basic and uniform expectations for Coordinated Entry Systems</td>
<td>Adopting and incorporating Housing First for all homelessness programs</td>
<td>Establishing or improving rates of exits from homelessness into permanent housing</td>
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<tr>
<td>Improving local Homeless Management Information Systems (HMIS) data quality or increasing participation rate or coverage</td>
<td>Improve or establish a diversion strategy to prevent homelessness or reduce the demand for shelter beds</td>
<td>Assist RRH to move individuals and families into permanent housing</td>
<td>Innovative solutions to engage landlords and identify creative housing solutions in challenging rental markets</td>
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<td>• Access and deploying resources</td>
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<td>• New tools and guidance</td>
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Eligible recipients include CoCs and Counties that administer or receive a direct allocation from HCD
### Program Overview:
- Derives its funds from Emergency Solutions Grant (ESG) and No Place Like Home (NPLH) TA set-asides.
- Up to $2.175 Million → **approx. 13,000 hours of TA**

### Recipients:
CA Counties and Continuums of Care eligible for either or both ESG and NPLH Programs

### Program Goals:
- Complement the jurisdictions’ TA efforts
- Streamline TA opportunity where feasible
- At least 50% of eligible recipients should receive TA within 12 months

### Selected Consultants:
- Technical Assistance Collaborative, Inc. (TAC) → **building capacity**
- Corporation for Supportive Housing (CSH) → **housing stability**
- The Center for Common Concerns (Home Base) → **Housing First**
As of April 30, 2019....

| Submitted Requests | • 30 Requests for Technical Assistance  
|                    | • 14 – Building Capacity  
|                    | • 9 – Housing First  
|                    | • 7 – Housing Stability |

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<th>Hours Committed</th>
<th>2,881 hours</th>
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| Open-House Forums Conducted | • 2/20 – San Diego  
|                             | • 2/26 – Webinar  
|                             | • 2/28 - Merced  
|                             | • 3/6 – Sacramento  
|                             | • 3/7 - Oakland |
Tailored On-Demand Model

HCD announced the availability of TA opportunities Jan. 17th

Counties & CoCs submit requests for specialized TA thru HCD’s website, describing their needs

HCD evaluates requests for completeness and eligibility

HCD assigns each request to a TA Consultant

TA Consultant in consultation with HCD develops a workplan

HCD approves the workplan, deliverables, and expectations, and deploys the Consultant to the jurisdiction

HCD conducts regular check-in calls

TA Consultant submits a report of the TA provided
Technical Assistance Webpage and Forms

http://www.hcd.ca.gov/grants-funding/already-have-funding/technical-assistance.shtml

Technical Assistant Request Forms

• **Capacity Building**
• **Housing Stability**
• **Housing First**
TECHNICAL ASSISTANCE COLLABORATIVE (TAC)

CAPACITY BUILDING TECHNICAL ASSISTANCE
• TAC is a nonprofit organization dedicated to helping our nation’s human services, health care, homelessness, and affordable housing systems implement policies and practices that empower people to live healthy, independent lives in the communities they choose.

• TAC is a national leader in helping states and localities to design, implement, and evaluate strategies to understand their current homeless response system and identify housing and service resources to decrease the number of people experiencing homelessness.
Homeless Crisis Response System Goals

• People in crisis have access to an immediate response to their crisis including a safe place to go when no alternative to entering shelter can be found.

• People are not unsheltered.

• People do not spend long periods of time homeless – they have access to help to reconnect to housing.

• People exiting homelessness do not quickly cycle back in.
Elements of Strong Homeless Crisis Response System

• Housing First approach across the system

• Diversion from homeless system when possible

• Rapid identification and engagement of people experiencing unsheltered homelessness to connect them to crisis services and housing assistance

• Quick, accessible, low-barrier pathways to shelter and other crisis services with short stays in shelter

• Rapid connection to permanent housing for all sheltered and unsheltered people, with priority on most vulnerable
Strong Capacity Building = Effective Homeless Crisis Response System

Source: National Alliance to End Homelessness- ENDHOMELESSNESS.ORG
Homeless Crisis Response System Performance Measures

The length of time individuals and families remain homeless.

• Demonstrating a reduction of the average and median length of time persons enrolled in emergency shelter, transitional housing, or safe haven projects experience homelessness.

The extent to which individuals and families who leave homelessness experience additional spells of homelessness.

• Demonstrating a reduction in the percent of persons who have left homelessness (i.e., exited continuum projects into permanent housing destinations) who return to homelessness (i.e., return to continuum projects for which homelessness is an eligibility criterion).
Homeless Crisis Response System Performance Measures

The thoroughness in reaching homeless individuals and families

- Measured through a community’s coordinated entry system, the geographic coverage of homeless assistance projects, and the community’s street outreach efforts

Overall reduction in the number of homeless individuals and families

- Demonstrating a reduction in the number of homeless individuals and families identified in the Point-in-Time (PIT) sheltered and unsheltered counts and annual sheltered data within the CoC over time.
Homeless Crisis Response System Performance Measures

Job and income growth for homeless individuals and families

• Demonstrating that the percent of homeless adults being served in projects increase their earned (i.e., employment) income and/or other income between their enrollment in the system and their exit (or follow-up assessment).

Success at reducing the number of individuals and families who become homeless

• Demonstrating a reduction in the number of persons experiencing homelessness for the first time.
Capacity Building Technical Assistance
Capacity Building TA

• Provide direct technical assistance to CoCs and County’s endeavoring to enhance, develop, and build local capacity to resolve homelessness in the community

• TAC will engage in a variety of technical assistance activities within the community, to support efforts to build or improve a systems and capacity to coordinate homeless services and housing
Examples of Capacity Building TA

- **GOVERNANCE & STRUCTURE**
  - Reviewing your CoC structure, facilitating conversations, reviewing and revising your charter, assessing your committee structure and membership, and making practical recommendations to improve your system.

- **COORDINATED ENTRY**
  - Assisting in design and implement a new coordinated entry system or helping bring a successful system to scale, we can help you identify gaps, maximize participation, and improve and evaluate outcomes.

- **STRATEGIC PLANNING**
  - As your community focuses on developing or updating its strategic plan to end homelessness, we can work with you to align the policies and resources of providers, government agencies, and local efforts with best practices and federal funding priorities and resources.
Capacity Building Elements

• PERFORMANCE MEASUREMENT
  • Demonstrate data-informed planning and outcomes, CoCs need both project- and system-level performance measures. TAC can help you to understand your current system and make long-term plans based on defining performance measures, identifying targets aligned with federal goals, and creating tools to monitor outcomes.

• DISASTER RELIEF
  • Help you ensure that those who are most vulnerable are a part of your planning and recovery efforts. We can assist you with using multiple funding streams in advance of CDBG-DR, creating program guidelines, and implementation support.

• HOMELESS MANAGEMENT INFORMATION SYSTEM
  • Assist in improving participation rates and coverage in your community’s Homeless Management Information System (HMIS), giving you both accurate client-level data and information about the provision of housing and services to homeless individuals and families.
Capacity Building Elements

• **RAPID RE-HOUSING**
  • Assist in integrating rapid re-housing into your homeless crisis response systems by making it a system-wide primary intervention, strengthening program design, creating evaluation mechanisms, and training staff

• **YOUTH HOMELESSNESS**
  • Working with communities on strategic planning processes to prevent and end youth homelessness, through collecting and analyzing data, coordinating with other systems of care that interact with youth, and implementing promising program

• **SYSTEM MAPS**
  • Develop a system map to “right size” its outreach, prevention, diversion, rapid re-housing, and permanent supportive housing resources. This is a good tool to make system flow data accessible to all stakeholders, supporting data-informed decision-making in the planning process.
Capacity Building Elements

Other aspects of homeless response system planning include

• Designing effective point-in-time (PIT) counts
• Identifying and repurposing underperforming projects
• Conducting gaps analyses to identify ways your community can meet the needs of people who are at risk or currently experiencing homelessness
Housing Stability TA with CSH
Advancing Housing Solutions That

Improve lives of vulnerable people
Maximize public resources
Build strong, healthy communities
Supportive Housing is the Solution

Supportive Housing combines affordable housing with services that help people who face the most complex challenges to live with stability, autonomy and dignity.
Core Outcomes related to Housing Stability

Positive Housing Outcomes

- Tenants stay housed
- Tenants are satisfied with the services and housing
- Tenants increase their income and employment
- Tenants improve their physical and mental health
- Tenants have social and community connections
Scope of the Housing Stability TA

1. Establishing or improving rates of exits from homelessness into permanent housing.

2. Developing written standards, policies, or procedures to help programs move individuals and families into permanent housing.

3. Establishing or improving innovative solutions to engage landlords and identify creative housing solutions in challenging rental markets.
How to Improve Rates of Exits into Permanent Housing

- Diversion & Prevention
- Shelter Retooling
- Housing Navigation

Supportive Housing
Examples of the TA in Practice

Address the Need for Improved Care Coordination

- Assess Resources in Emergency Shelter or Transitional Housing
- Define the Roles for Housing Navigation v. Case Management
- Developing a Landlord Liaison Program
- Support Service Providers with Navigating Community Resources
Developing written standards, policies, or procedures

Examples:

- Eviction Prevention Program
- System-Wide Policies and Procedures Alignment
- Policy Expectation Alignment
- Trainings
  - Trauma-informed care
  - Harm Reduction
  - Principles of Housing First
  - Motivational Interviewing
  - Critical Time Intervention (CTI)
  - Stages of Change

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Examples of the TA in Practice

CSH is a touchstone for new ideas and best practices to support alignment with Coordinated Entry (CE) policies, referrals to supportive housing providers, development of housing inventory, and strategies for ongoing property management relationship building and management.

Training, templates, and resources to educate property management on how to support vulnerable populations in SH.

Strategies for engaging tenants in the community and stabilizing in supportive housing and role clarification with service providers.

Facilitating discussions to ensure strong communication is achieved between CE referrals, Supportive Housing Providers, and Property Management.

Develop tools and resources to advertise and engage landlords in order to develop a robust inventory of supportive housing units.

Property Management

Landlord Engagement

Housing Stability

Housing Navigation

Relationship Management Between CE, SH & PM
### Strategies to Engage Landlords

#### Innovative Solutions
- Annual Engagement Summit
- Supportive Housing Education
- Tenant Rights Education
- Media Campaign
- Identifying Community Champions

#### Toolkits
- Communication Templates
- Job Descriptions
- Strategies to Increase the Portfolio
- Relationship Management
- Incentive Strategies
LA Flexible Subsidy Pool

FLEXIBLE HOUSING SUBSIDY POOL

A supportive housing rental subsidy program of the Los Angeles County Department of Health Services, designed to secure quality affordable housing for DHS patients who are homeless.

QUALITY AFFORDABLE HOUSING: The Flexible Housing Subsidy Pool (FHSP) is a supportive housing rental subsidy program of the Los Angeles County Department of Health Services (DHS), along with other governmental partners and the Conrad N. Hilton Foundation. The goal of the FHSP is to secure quality affordable housing for DHS patients who are homeless.

A RANGE OF HOUSING OPTIONS: Brilliant Comers, the central coordinating community-based partner for the FHSP, works to secure a broad range of housing options, including single-family homes, individual apartments, blocks of units or entire buildings. Brilliant Comers identifies and secures units County-wide, provides move-in assistance and rental subsidy disbursement, coordinates with case managers, and assists with landlord/neighborhood relations.

INTENSIVE CASE MANAGEMENT: All tenants housed through the FHSP are linked to intensive case management and wrap-around services to support their transition to permanent housing and promote housing stability. Case managers are available to respond when issues arise and support the long-term success of the tenant.

EASY LANDLORD PARTICIPATION: Brilliant Comers is currently seeking landlords to participate in the FHSP program. For more information, please contact Tyler Peng at tyler@brilliantcomers.org or (213) 332-0338 x264.

GOALS (Cumulative):
BUILDING SUCCESSFUL SYSTEMS AND PROGRAMS THROUGH HOUSING FIRST TECHNICAL ASSISTANCE

Housing First Technical Assistance

Jean Field, HomeBase
Tara Ozes, HomeBase
WHO WE ARE

HomeBase has been working with Continuums of Care and homeless service providers throughout the country for three decades on eradicating homelessness.

We help CoCs and providers design and implement Housing First and other major system changes across every level of the community.
WHY IS HOUSING FIRST SO IMPORTANT?

• Housing First ensures the most vulnerable people have access to housing and services without the barriers that keep them out of shelters and housing – and makes their situation worse

• Community-wide Housing First practices are essential to a strong, well-functioning system of care

• It’s evidence-based: Housing First has proven to be more effective than systems that impose “housing ready” transitions or other requirements

• Not just a best practice...it’s the law: All California state funded/administered programs (CA Welf & Inst Code § 8255 (2016) must be Housing First
WHAT IS HOUSING FIRST?

Housing First removes barriers to housing and retention and prioritizes the most vulnerable and high-need persons for housing assistance with four overarching principles:

- **Homelessness is a housing problem and should be treated as such.**
- **People should be stabilized in permanent housing as soon as possible – and then connected to resources to sustain that housing.**
- **Underlying issues that contributed to a person’s homelessness are best addressed after that person is in a stable housing environment.**
- **All persons experiencing homelessness are “housing ready.”**
CHARACTERISTICS OF HOUSING-FIRST PROJECTS

1. Few or No Barriers
2. Reasonable Accommodations
3. Identification of Alternatives
4. Voluntary, Client-Driven Services
5. Flexible Payment
6. Avoiding Eviction
HOW DO YOU MAKE IT WORK?

Establish a **clear vision** that reflects your community's commitment to Housing First.

Incorporate Housing First practices in **policies & procedures**.

Ensure EVERYONE in every agency – boards, leadership, program managers, and staff - understands and supports the vision.

Put policies and procedures into practice at every step of the process.
ESTABLISH A CLEAR VISION WITH LEADERSHIP SUPPORT
Are your vision and mission statements articulated in a well-defined, distilled message with clear objectives and principles?

Are your objectives supported by data, best practices, and feedback from engaged stakeholders?

Do the vision and mission statements clearly define what your agency does?
LEADERSHIP IMPLEMENTATION
DO YOUR AGENCY’S BOARD AND MANAGEMENT:

Understand Housing First principles and practices?

Agree with and endorse the approach taken to implement the vision in the agency?

Implement the agency’s vision and principles using data and feedback from staff?

HomeBase
Advancing Solutions to Homelessness
POLICIES AND PROCEDURES
1. Review your policies & procedures to recognize needed revisions.
2. Meet with staff and clients to discuss changing the policies and gather input.
3. Hold frequent meetings with staff and clients to assess how the policies and procedures are working and revise as needed.
4. Post new policies and procedures and put them into effect within 30 days.
5. Track the numbers. Are fewer people being turned away? Are people moving into permanent housing at a higher or faster rate?

Policies & Procedures Review Using a Change Management Approach
COMMUNICATION USING A CHANGE MANAGEMENT APPROACH

Effective Communication Culture

Consistent Messaging

Ongoing Feedback Loops
Clarified & Supported Roles

- Staffing Structures
- Staff Endorse & Are Engaged in Housing First practices
- Orientation & Training

Staff Are Supported
ASSESS STAFFING STRUCTURES
ORIENTATION & TRAINING & SUPPORT

Hire the right people by revising job descriptions and position qualifications aligned with your new program models.

Assess training needs and set a regular schedule for training.

Orient all staff to changes as they come up and support them with a trauma-informed culture.

Provide training regarding housing search, landlord cultivation, housing placement or other new skills staff are required to take on.

Provide training regarding client-centered, trauma-informed, motivational interviewing and other relevant skills.

Engage clients, people with lived experience, landlords, and members of the community into your staff and trainings.
MONITOR & EVALUATE PERFORMANCE
HOW DO WE MAKE SURE IT WORKS?

- Make sure leadership is on board
- Train and support staff on HF policies
- Gather feedback from staff and clients
- Provide toolkits to measure progress
- Track the numbers, evaluate performance

Provide toolkits to measure progress
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Train and support staff on HF policies
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HOW CAN TECHNICAL ASSISTANCE HELP?
Change is a verb, not a noun.
TOOLS FOR HOUSING FIRST SYSTEM CHANGE

Toolkits and evaluation strategies to identify barriers to full implementation of Housing First in your community.

Targeted trainings for community and agency leaders, line staff, individual agencies or program type.

Converting and creating barrier-free emergency shelters, outreach, diversion/problem-solving and housing systems.

Reviewing and drafting Housing First policies & procedures.

What does your CoC need?

Putting policies and procedures into practice at every step of the process.
Stay in the know: Follow HCD on social media

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Follow us on Twitter: @California_HCD

Follow us on LinkedIn: /company/californiahcd

Email us at HomelessnessTA@HCD.CA.GOV