

Coordinating Access to Income and Housing

Lunch & Learn

September 16, 2015

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Building a System Response to Ending Homelessness



The Way Home

Changing the Path for Houston's Homeless

One Initiative, Several Plans

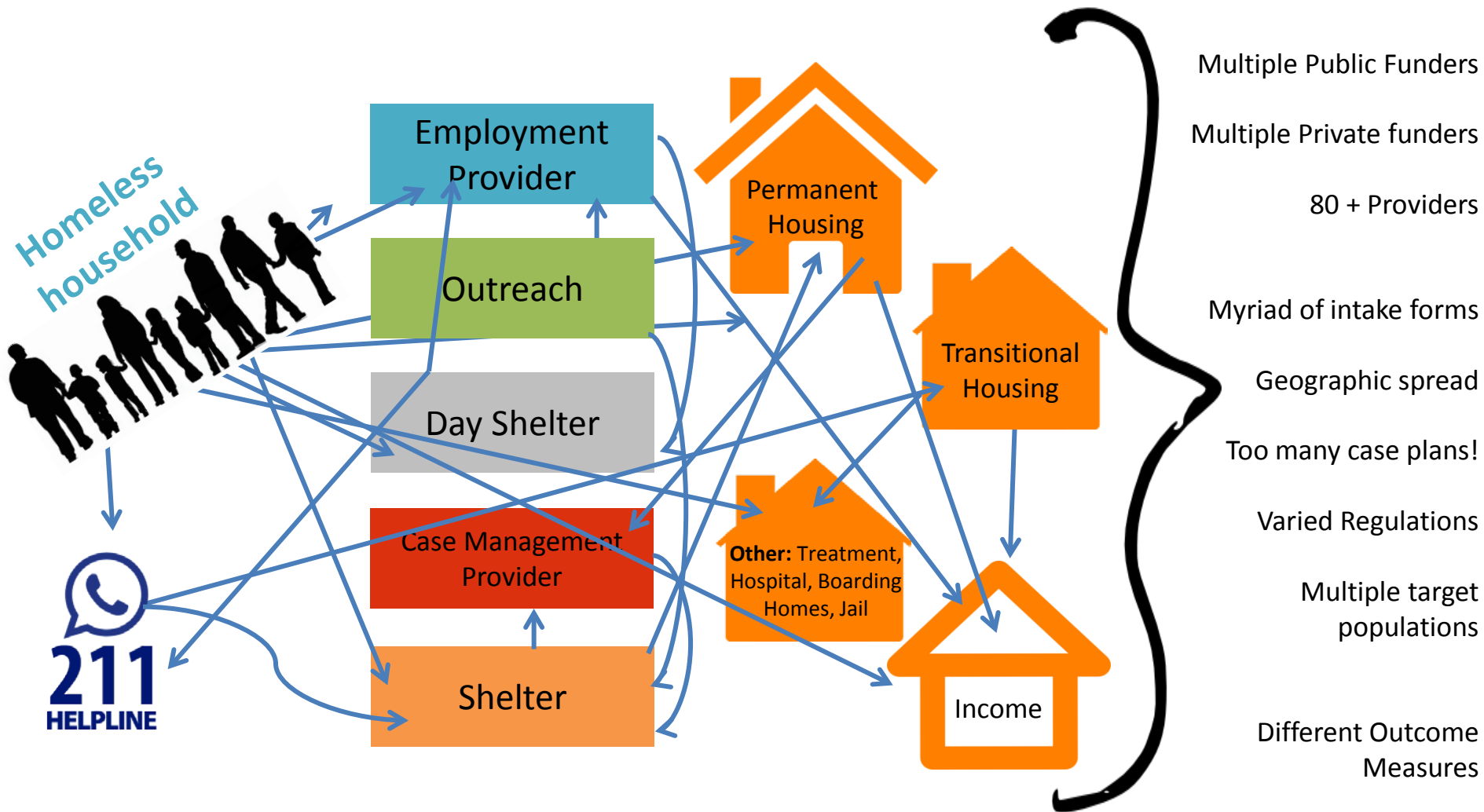
End Chronic Homelessness by 2015

End Veteran Homelessness by 2015

End Family Homelessness by 2020

Set a Path for Ending All Homelessness

IN THE STONE AGE...



Shifting the Focus



Shifting from Agency Centered Housing to
Systems & Client Centered Housing

A New System of Accountability

The Continuum of Care/The Way Home Steering Committee (Primary Decision Making Body)

Planning and Implementation Bodies

System

- **Standing Committees/Forums**
 - HMIS Support, CoC Grant, Coordinated Access, Provider Input, Consumer Input, Funders, Income Now

Chronics

- **Oversight:** Mayor's Leadership Team
- **Work Groups:** Pipeline, Integrated Care, PSH, CABHI

Veterans

- **Oversight:** Housing Houston's Heroes
- **Work Groups:** Outreach, Data, SSVF

Families

- **Oversight:** RRH, Funders Collaborative
- **Work Groups:** RRH Implementation Group, SSVF, DV, Landlord Marketing

Youth

- **Oversight:** Homeless Youth Network
- **Work Groups:** YYA Work groups, NEST (LGBTQ Prevention), YA RRH

Supported by:

- HMIS
- PM Team
- CoC Lead Agency

System Responses Work

HOUSTON/HARRIS CO HAS MADE TREMENDOUS PROGRESS SINCE 2011



Reduced overall homelessness by 47% (2011 - 2015)



Housed 2,200+ chronically homeless individuals (2012 - 2015)



57% reduction in chronic homelessness (2011 - 2015)



Housed 3,348 homeless veterans (2012-2015)



Reduced veteran homelessness by 70% (since 2011)

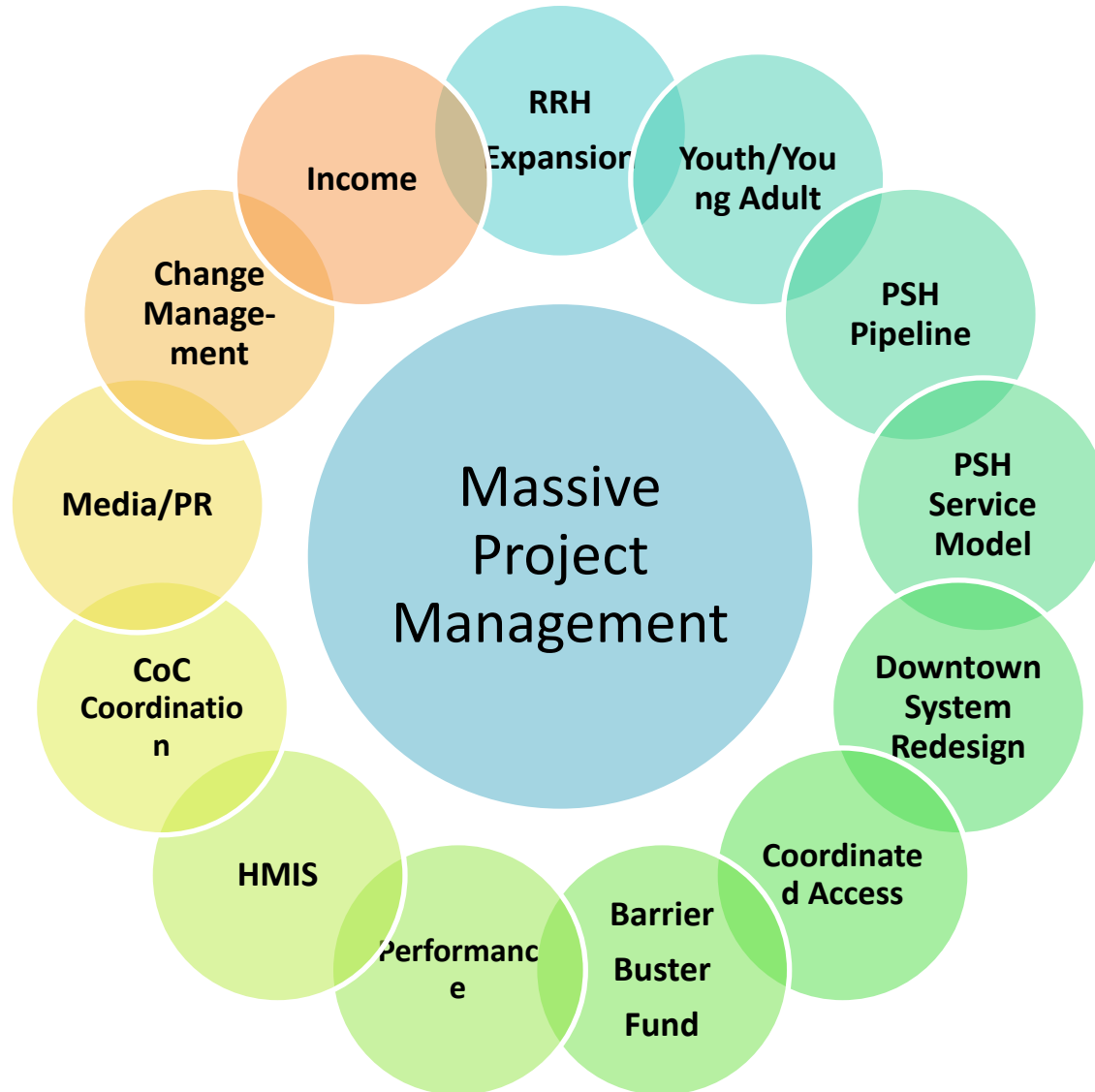


Helping to Shape National Best Practices

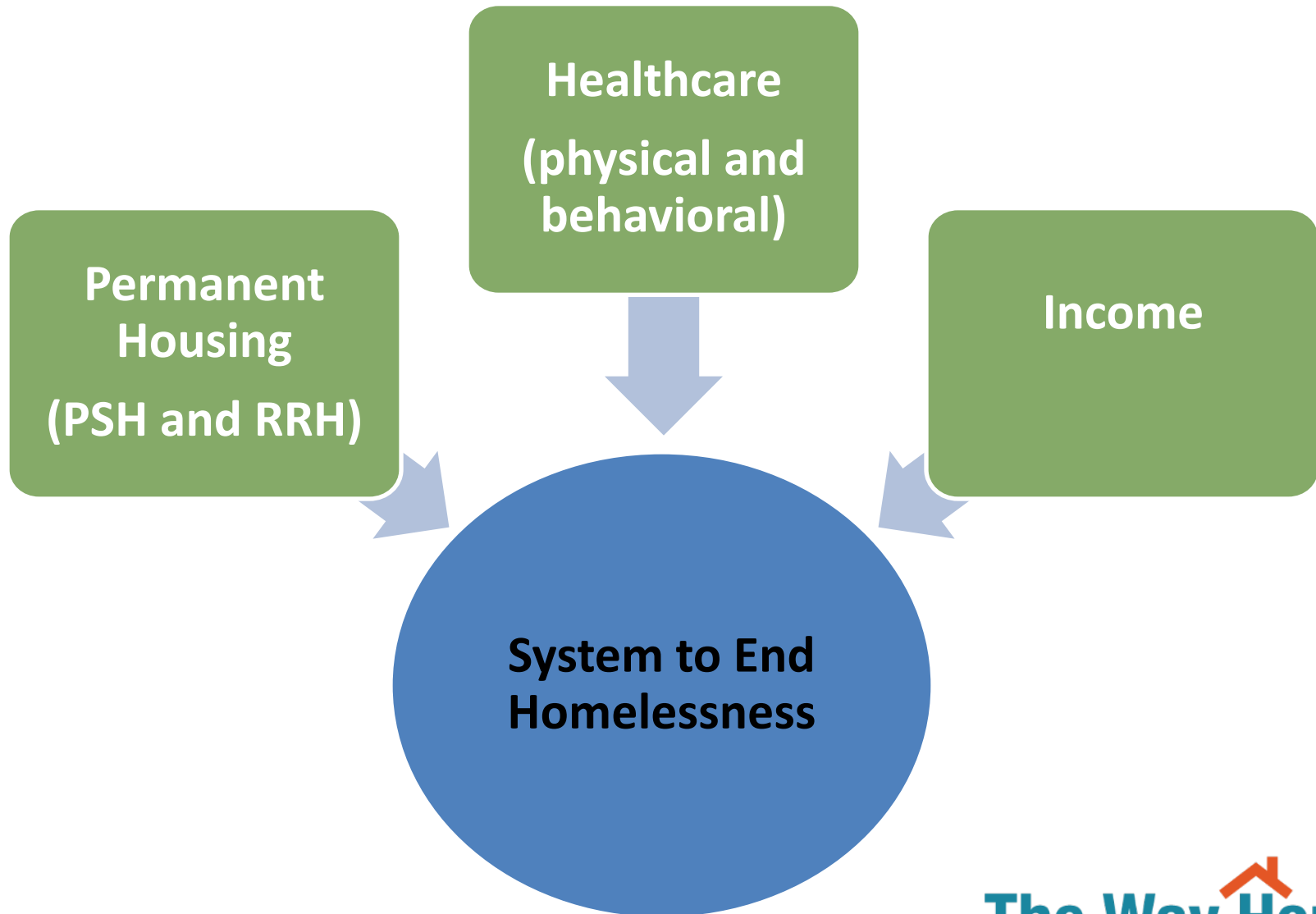
ADVANTAGES OF A SYSTEM APPROACH

- Client centered
- Proven track record in our CoC
- We get to get GREAT together!
- Identify and Solve System Barriers
- Collective work + Bigger Risk = Huge Outcomes

Simultaneous System Transformation



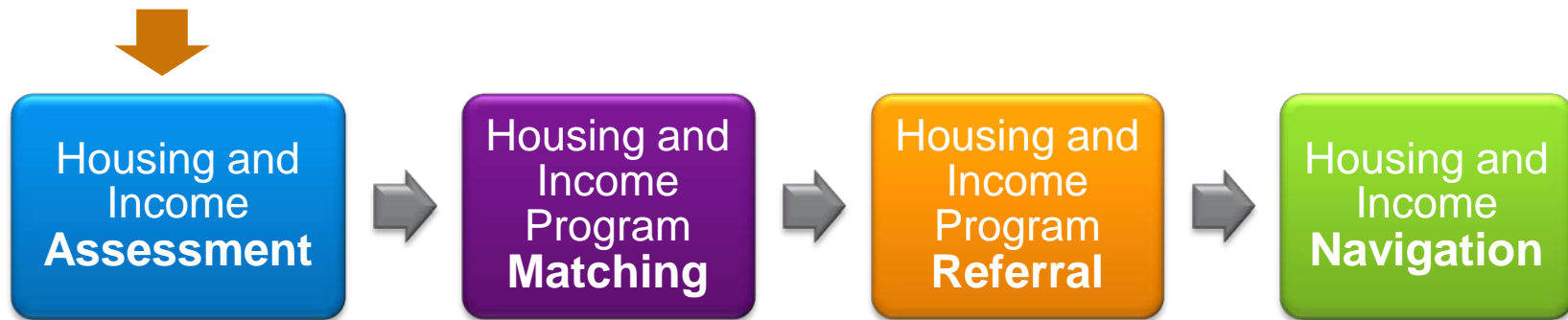
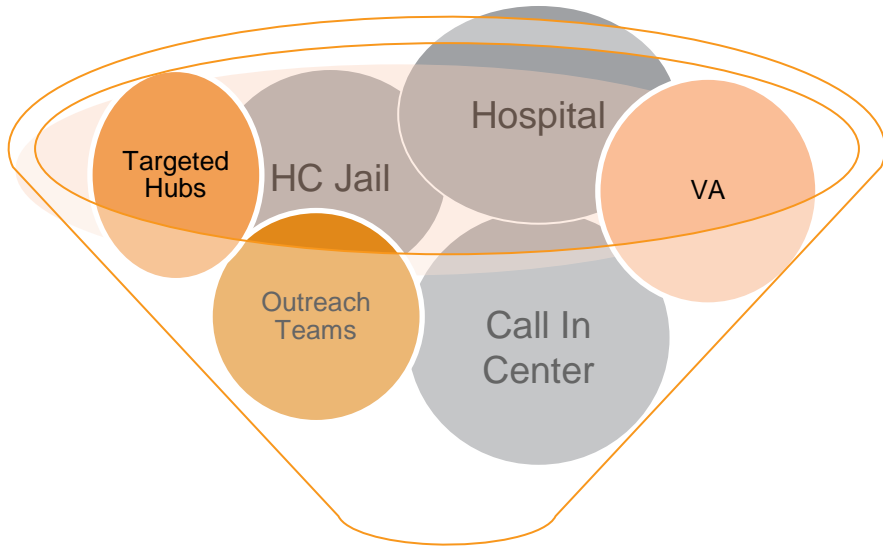
Ending Homelessness



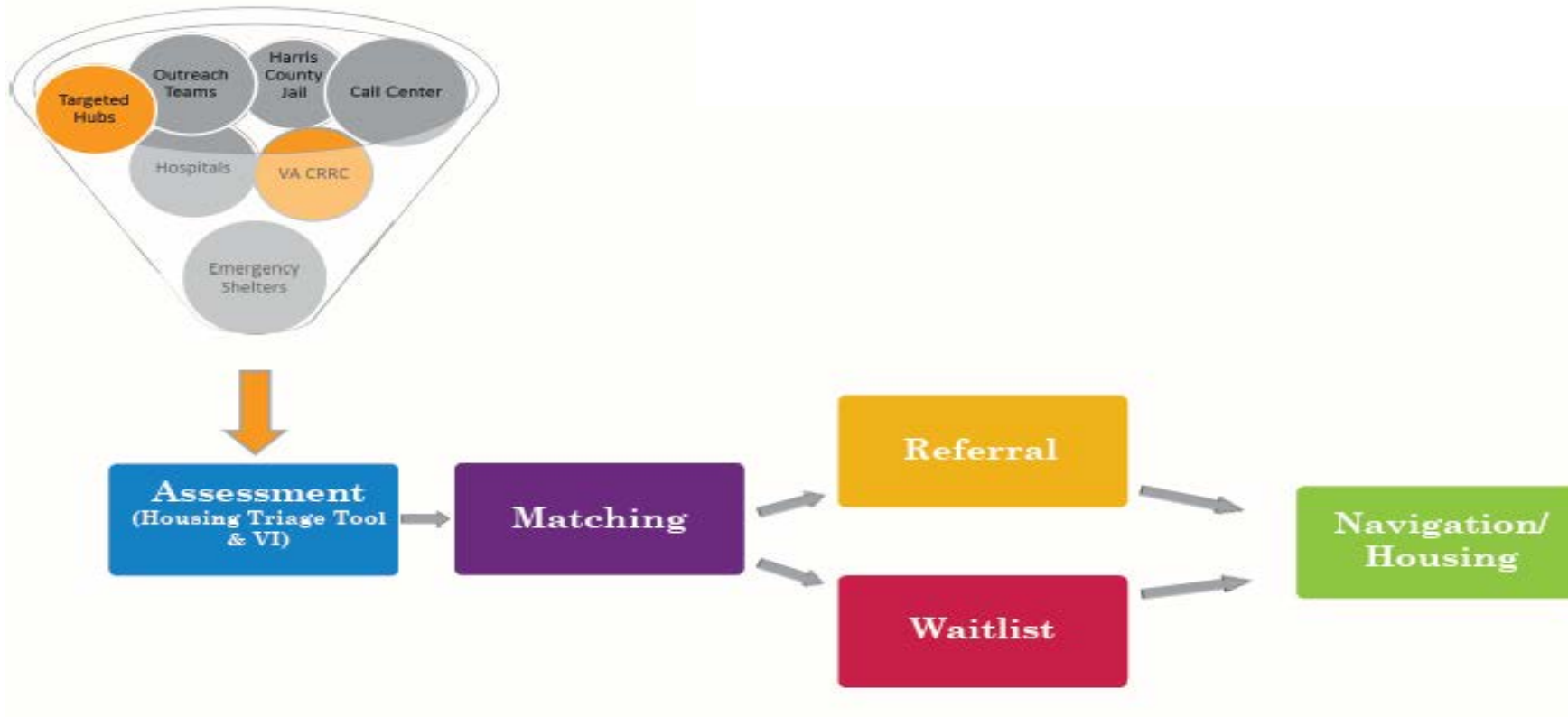
Building the System



Coordinated Access to Housing and Income



Coordinated Access to Housing



The Match

Housing Program Eligibility and Capacity

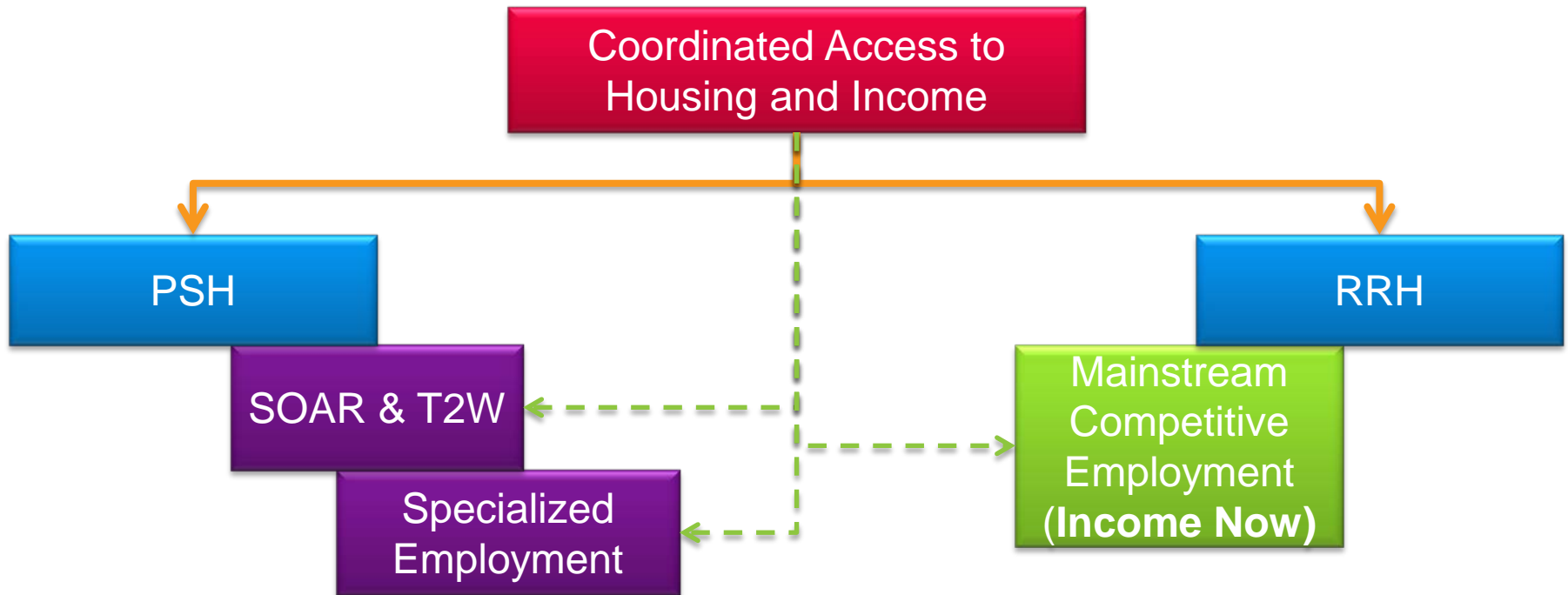
All programs available for enrollment are listed below. By default only programs that have eligibility criteria are displayed. The selected client is evaluated against the eligibility criteria for each program and a result for each is displayed below.

Only Display Programs with Eligibility Criteria:

Facility	Eligibility Result	Additional Eligibility Detail	Contact Phone	Facility Availability
<p>Waitlist</p> <p>▲ A Helping Place (PSH for Singles)</p> <p> A Helping Place 500 W. Alabama Houston, Houston 77027</p>	<p>✓ Passed</p>	<p>?</p> <p>Program Details</p>		7 of 10 Bed(s) Available
<p>▲ A1 Family Housing (PSH for Families)</p> <p> A1 Family Housing 1111 Calhoun Houston, Houston 77002</p> <p>Eligibility</p>	<p>✗ Fail</p>	<p>?</p>		29 of 29 Unit(s) Available
<p>▲ AF - Project T.E.X.T.M.S.G. (Program Eligibility Requirements)</p> <p> AFH - Project T.E.X.T.M.S.G. 900 N. Durham #124 Houston, Houston 77004</p>	<p> Not enough data</p>		713-623-6796	12 of 18 Bed(s) Available
<p>▲ Harmonious House Permanent (PSH for Singles)</p> <p> Harmonious House Permanent 1111 Calhoun Houston, Houston 77002</p> <p>Referral</p>	<p>✓ Passed</p>		713-623-6796	27 of 27 Bed(s) Available

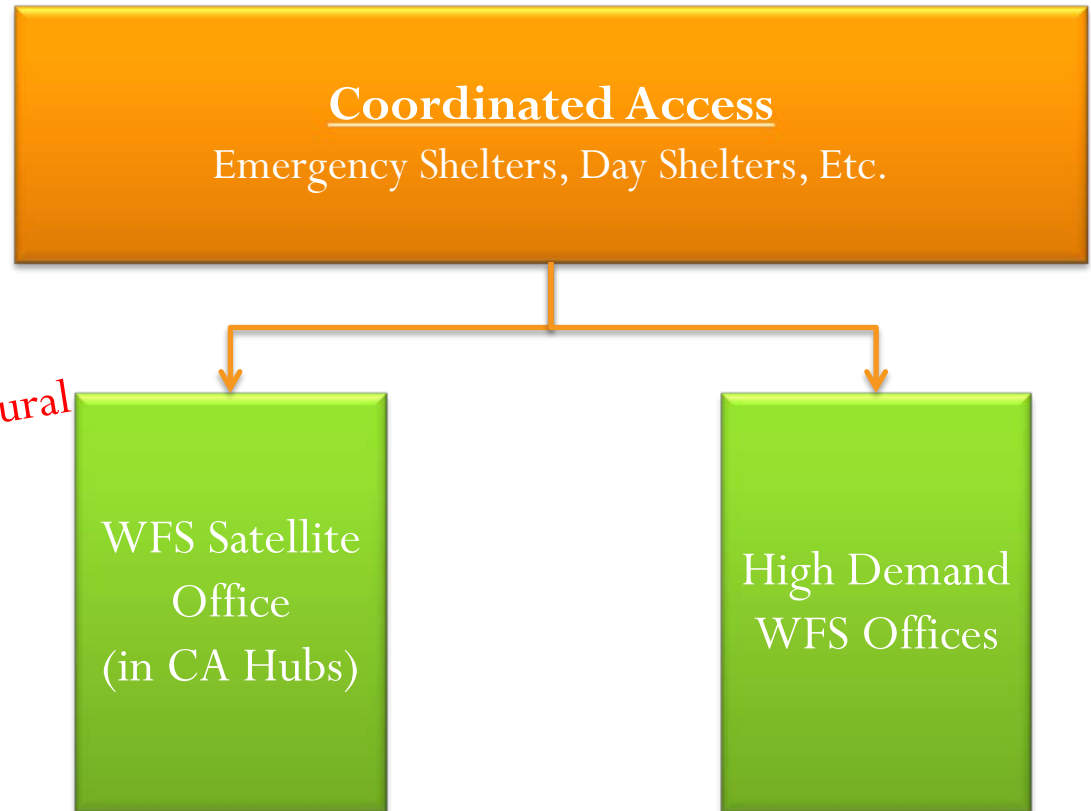
Unit Availability

Access to Income in our Homeless Response System



Building Access to Mainstream Competitive Employment

- Build a Tool to Accurately Assess and Match to the Right Income Supports at the Right Time
- Drive to Achieve an “Income Now” Culture
- *Improve Workforce Solutions Cultural Competency*



Staffing the New System

WFS Satellite Offices (WFS/Provider Staff)

- **Employment Counselors**
- **Duties:**
 - Eligibility Assessments
 - Enrollments
 - Documentation Collection
 - Resumes
 - Getting “Right Now” Jobs
 - Conducting Group Activities
 - Administering Supportive Services
 - Instilling “Income Now” Culture
 - Facilitating Transfers to Main WFS Offices

High Demand WFS Offices (Provider Staff)

- **Employment Counselors**
- **Duties:**
 - Eligibility Assessments
 - Enrollments
 - Documentation Collection
 - Resumes
 - Getting “Right Now” Jobs
 - Administering Supportive Services
 - Instilling “Income Now” Culture
 - Supporting WFS Staff to Serve Homeless

WFS Cultural Competency

- **System Navigators**
- **Duties:**
 - Provide Cultural Comp. Training to WFS staff
 - Facilitate Networking Opp. Between the 2 Systems
 - Manage referrals to CA for Housing and from Satellite Offices to WFS Offices
 - Communication Oversight
 - Provide Event Calendars and Updates to Access Hubs
 - Employer Relationship Development

Questions?

The Way Home is a coordinated system to end chronic and veteran homelessness by 2015, to end family and youth homelessness by 2020, and to build a system in which nobody has to be without permanent housing for more than 30 days.

For more information visit:

www.thewayhomehouston.org

Or email:

info@thewayhomehouston.org