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...

Homeless household

Multiple Public Funders
Multiple Private funders

80+ Providers

Myriad of intake forms
Geographic spread
Too many case plans!
Varied Regulations
Multiple target populations
Different Outcome Measures
Shifting from Agency Centered Housing to Systems & Client Centered Housing

The Way Home
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
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)
- Reduced veteran homelessness by 70% (since 2011)

Helping to Shape National Best Practices

The Way Home
• 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

Massive Project Management

- RRH Expansion
- Youth/Young Adult
- PSH Pipeline
- PSH Service Model
- Downtown System Redesign
- Coordinate Access
- Fund
- Barrier Buster
- Performance
- CoC Coordination
- Media/PR
- Change Management
- Income
Ending Homelessness

System to End Homelessness

- Permanent Housing (PSH and RRH)
- Healthcare (physical and behavioral)
- Income

The Way Home
Building the System

New Service Delivery Model

Income Now

RRH Expansion

Coordinated Access

System to End Homelessness

2500 Additional PSH Units
Coordinated Access to Housing and Income

Housing and Income Assessment

Housing and Income Program Matching

Housing and Income Program Referral

Housing and Income Navigation
Coordinated Access to Housing
The Match

Waitlist

Eligibility

Referral

Unit Availability

Program Details

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.

<table>
<thead>
<tr>
<th>Facility</th>
<th>Eligibility Result</th>
<th>Contact Phone</th>
<th>Facility Availability</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Helping Place</td>
<td>Passed</td>
<td></td>
<td>7 of 10 Bed(s) Available</td>
</tr>
<tr>
<td>A1 Family Housing (PSH for Families)</td>
<td>Fail</td>
<td></td>
<td>29 of 29 Unit(s) Available</td>
</tr>
<tr>
<td>AF - Project T.E.X.T.M.S.G. (Program Eligibility Requirements)</td>
<td>Not enough data</td>
<td>713-623-6765</td>
<td>12 of 18 Bed(s) Available</td>
</tr>
<tr>
<td>Harmony House Permanent (PSH for Singles)</td>
<td>Passed</td>
<td>800-1765</td>
<td>27 of 27 Bed(s) Available</td>
</tr>
</tbody>
</table>

TheWayHome

CSH - The Source for Housing Solutions
Access to Income in our Homeless Response System

Coordinated Access to Housing and Income

PSH

SOAR & T2W

Specialized Employment

RRH

Mainstream Competitive Employment (Income Now)
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

Coordinated Access
Emergency Shelters, Day Shelters, Etc.

WFS Satellite Office
(in CA Hubs)

High Demand WFS Offices
## 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

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**The Way Home**
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