

HOMELESSNESS ACTION COUNCIL

Thursday, December 10, 2015

1:30 PM – 3:30 PM

1. Opening session
 - a. Welcome
 - b. Agenda review
2. HAC **progress to date**
 - a. 2015 planning phases: results | indicators | values | strategies
 - b. Sector and city/community planning
3. **Where to** from here
 - a. Updated strategies and best practice models
 - b. 2016 Workplan
 - c. Implementation Workgroups and meeting schedule
4. **Closing** session
 - a. Next steps
 - b. Final comments and reflections
5. **Adjourn**

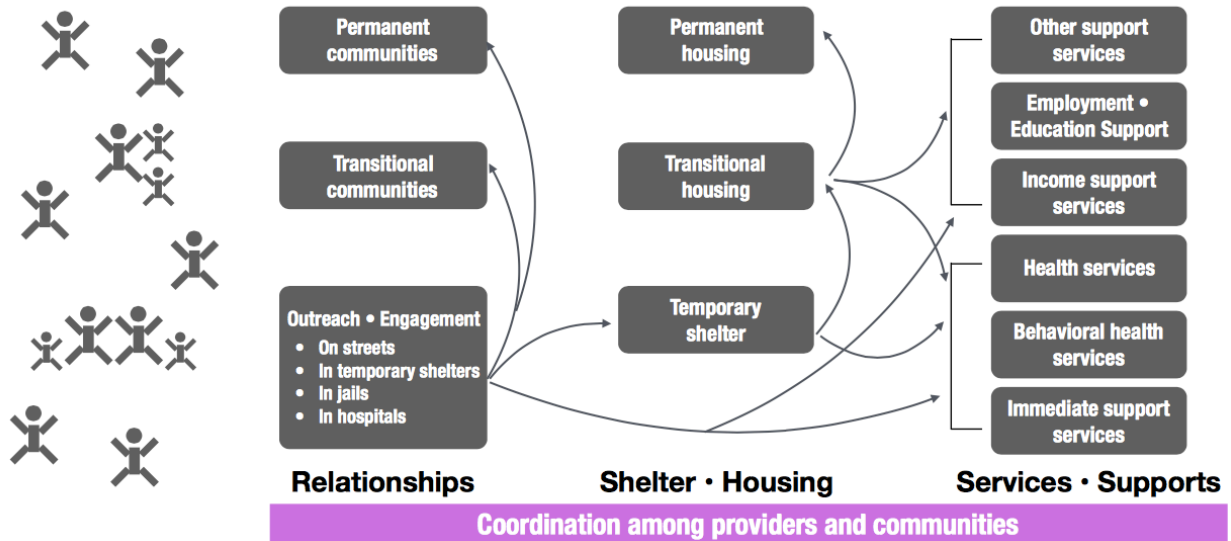
A movement toward home

The phases of this unfolding movement to preventing homelessness

Phase 1	Phase 2	Phase 3
Jun-Sep 2015	Oct-Dec 2015	Jan-Jun 2016
<p>Learning: Understanding available data about scope and the existing continuum of care</p> <p>Assessing: Current reach and effectiveness of available services</p> <p>Committing: Defining draft results, indicators, and overarching values to guide this effort</p>	<p>Planning • Recommending Potential high leverage actions for local communities and county programs to adopt</p> <p>Identifying: Gaps in the system that require new models beyond what is already available in the county</p>	<p>Implementing: Local communities and county programs take action on HAC recommendations</p> <p>Adapting</p> <ul style="list-style-type: none"> ▶ Research and recommend new models from around the country to address gaps ▶ Develop data sources and systems to track progress toward results and emerging challenges

Strengthening support and prevention

Mapping the current system for people who are homeless



COMMON AGENDA

Results	<ol style="list-style-type: none"> 1. People who are homeless in Stanislaus County permanently escape homelessness. 2. People who are at risk of homelessness in Stanislaus County do not become homeless 			
Indicators	<p>For individuals that are homeless...</p> <ul style="list-style-type: none"> Reduce # of people experiencing homelessness Reduce average length of time someone is homeless Increase % in accessing resources to improve their wellbeing Increase % in experiencing improved wellbeing <p>Improve safety of parks and neighborhoods negatively impacted by people engaging in anti-social and criminal behavior who struggle with homelessness</p> <p>Decrease occurrences of public anti-social behavior committed by—and toward—people struggling with homelessness</p>			
Strategies	Engagement <small>(Relationship/Peer Support)</small>	Coordinated Access	Housing	Supportive Services
	<p>Mutually reinforcing activities and strategies across multiple sectors and communities.</p> <ul style="list-style-type: none"> • Community-level Strategies • Countywide Strategies • Multi-sector Strategies / Sector Development 			

Implementation Workgroups

- Stewardship Council/Project Manager convenes Homelessness Prevention workgroups to develop detailed implementation plans for priority strategies, including quick win actions and long-term efforts
- Participants: individuals with lived experience, organizational leaders, content experts, and key stakeholders.

**FOCUS ON PREVENTION INITIATIVE
WORKPLAN TO PREVENT HOMELESSNESS**

	Jan-Mar 2016	Apr-Jun 2016	Jul-Sep 2016	Oct-Dec 2016
Common agenda	<p>Stewardship Council formally reviews and endorses: Results • Indicators • Values • Priority strategies</p> <p>Project Manager (PM) convenes Homelessness Prevention workgroups to develop detailed implementation plans for priority strategies, including quick win actions and long-term efforts</p>		<p>Coordinating Structure (see below) with support from Stewardship Council: continues to build commitment to common agenda among communities and sectors</p>	
Shared measurement practices	<p>PM convenes data workgroup</p> <p>Data workgroup</p> <ul style="list-style-type: none"> Finalizes data sources for each priority indicator Collects data and assembles reports to support the Workgroup(s) and Community dialogues 	<p>Data workgroup</p> <ul style="list-style-type: none"> Continues work on priority indicators as needed Begins data development work Creates template for community driven Point in Time Count in the fall 	<p>Data workgroup continues work on data development agenda</p> <p>Community leadership groups organize to conduct Fall 2016 Point in Time Count</p>	
Mutually reinforcing activities	<p>Community leadership groups organize to:</p> <ul style="list-style-type: none"> Develop effective engagement strategies Review and adopt as appropriate recommended strategies from the HP Workgroups 		<p>Community leadership groups continue work on engagement strategies, Point in Time Count, and other strategies as appropriate</p> <p>Coordinating Structure supports sector dialogues about committing to high leverage strategies</p>	
Build public will	<p>PM takes the lead on developing and implementing a coordinated communication plan to support the Movement to Prevent Homelessness</p>		<p>Stewardship Council, Coordinating Structure, and Workgroup(s) convene 2016 Summit (<i>Question: is this a separate event from the Focus on Prevention Summit?</i>)</p>	
Backbone organization	<p>PM</p> <ul style="list-style-type: none"> Works to organize a Coordinating Structure to oversee overall effort Works with Coordinating Structure to develop a stable backbone infrastructure to support the effort through 2016 and beyond 			

**BUILDING A MOVEMENT TOWARD HOME:
PRIORITY STRATEGIES RECOMMENDATIONS**

RECOMMENDED COMMUNITY-LEVEL STRATEGIES

(*) indicates additions from November meeting.

(**) indicates community-level strategies that are recommended for county-wide adoption.

The following is a compilation of potential strategies and best practice recommendations that have emerged to date from the Homelessness Action Council meetings and the County-wide Summit on Homelessness.

FOCUS AREA 01: RELATIONSHIPS	
Initial outreach • engagement	<ol style="list-style-type: none"> 1. Improve and expand outreach and engagement efforts—e.g., <ol style="list-style-type: none"> a. Provide engagement supports such showers, <i>toilets, laundry, and storage</i> (*) b. Develop a homeless outreach center 2. Increase community awareness <ol style="list-style-type: none"> a. Educate and raise awareness on homelessness, including: <ol style="list-style-type: none"> 1) Resources 2) The impact of giving to panhandlers 3) Roles, laws, ordinances 4) Police programs—e.g., National Night Out b. Convene meetings—e.g., neighborhood functions in the park
Transitional communities	<ol style="list-style-type: none"> 3. Provide trainings and support for ongoing outreach and engagement <ol style="list-style-type: none"> a. Develop and deliver curriculum to different sectors about how to do effective outreach and engagement b. Develop action plans for criminal behavior c. Provide additional trainings to sectors—e.g., mental health first aid d. Expand Neighborhood Watch concept to include community building activities and outreach and engagement efforts
Permanent communities	<ol style="list-style-type: none"> 4. Increase engagement of homeless and at-risk individuals in extracurricular activities—e.g., Peer Recovery Art Project, ballgames, in nature (**) 5. Increase/decrease use of parks for engagement—e.g., take back parks and walking trails; clean up parks

BEST PRACTICE MODELS FOR CONSIDERATION
<ol style="list-style-type: none"> 1. Multi-sector Engagement Teams Develop a multi-sector strategy and team to provide strategic outreach and engagement services in targeted areas of the County. The team will prioritize the estimated 567 individuals not engaged in services, vagrant, or unsheltered as identified in the PIT count. Local teams of multi-sector volunteers and program staff may coordinate city/community-level engagement strategies as well. 2. Food Service and Charity Coordination Plan & Network Develop countywide food service/charity coordination plan, with an emphasis on coordinated engagement strategies supplementing any charitable activities. A food services and basic needs assessment and will inform multi-sector charitable services providers on the needs both

Focus area 02: Shelter • Housing

Overarching	<ol style="list-style-type: none"> 1. Increase number of beds—e.g., <ol style="list-style-type: none"> a. Improve and expand existing shelters and housing b. Develop new shelters and housing c. Increase housing for people with mental illness and co-occurring disorders 2. Provide housing-related financial education and support—e.g., <ol style="list-style-type: none"> a. Provide financial education b. Provide financial support—e.g., offer micro-loans c. Make available or mandatory financial literacy assistance (**) d. Employ IEH to help remodel housing(*)
Temporary shelter	<ol style="list-style-type: none"> 3. Increase temporary shelter beds (**) 4. Increase pet-friendly shelters (**) 5. Expand shelters' hours of operation—e.g., keep shelters open 24 hours a day, keep shelters open year-round (**) 6. Require all municipalities to comply with SB2 (**)
Transitional housing	<ol style="list-style-type: none"> 7. Increase transitional housing beds (**) 8. Develop short-term (6 months) transitional housing (**)
Permanent housing	<ol style="list-style-type: none"> 9. Increase permanent housing beds <ol style="list-style-type: none"> a. Increase subsidized, affordable housing—e.g., Section 8 housing (**) b. Redefine eligibility for housing (**) 10. Use Housing First model (**) 11. Improve partnership with landlords and business sector — create business model for developing housing (*).

Best Practice Models for Consideration

1. **Multi-sector Housing Collaborative**
The Stewardship Council and CEO office will convene city representatives and multi-sector leaders to develop strategies to address the housing needs of community members who are homeless or at-risk for homelessness.
2. **Rapid Rehousing**
 - a. Housing Identification
 - 1) Landlord recruitment and support
 - 2) Assistance in finding and securing appropriate rental housing.
 - b. Rent and Move-In Assistance (Financial)
 - 1) Provide assistance to cover move-in costs
 - 2) Usually six months in duration
 - c. Case Management and Services
 - 1) Assistance in the process of acquiring housing
 - 2) Connections to resources that help them improve their safety and well-being and achieve their long-term goals

FOCUS AREA 03: SERVICES • SUPPORTS

<p>Overarching</p>	<ol style="list-style-type: none"> 1. Increase community awareness of available services and supports <ol style="list-style-type: none"> a. Develop a comprehensive up-to-date resource list/directory b. Educate the community, including homeless individuals (**) 2. Develop and connect people to services <ol style="list-style-type: none"> a. Increase case management b. Connect people to services that support longer-term wellbeing 3. Priority populations should include children, teens and families — ensure families stay together as they access shelter/housing.(*) 4. Increase paid employees and trained volunteers for agencies providing services 5. Address gap in service for individuals that do not meet criteria for traditional housing/homelessness services (*) -- individuals without a disability.
<p>Immediate</p>	<ol style="list-style-type: none"> 5. Establish a “one-stop shop” for <i>immediate services</i>—e.g., day center 6. Improve and expand food services <ol style="list-style-type: none"> a. Food vouchers b. Consolidate meal serving, food distribution, and food handlers accreditation c. Stop feeding in parks: use private property instead 7. Improve public transportation—e.g., provide transportation vouchers, bus passes, assistance; schedule busses to run more regularly 8. Improve public facilities—e.g., public toilets; paid monitor biohazard container like San Francisco 9. Increase access to animal support and day storage that is centrally located
<p>Health</p>	<ol style="list-style-type: none"> 10. Expand health services
<p>Behavioral health</p>	<ol style="list-style-type: none"> 11. Improve and expand mental health and AOD services <ol style="list-style-type: none"> a. Provide timely access and treatment b. Be alert for individuals and families at risk of homelessness c. Improve neighborhood/home visits and outreach d. Involve Master of Social Work students and professors in providing support and case management; connect families to early literacy and mentoring
<p>Employment • Education</p>	<ol style="list-style-type: none"> 13. Increase employment opportunities—e.g., <ol style="list-style-type: none"> a. Engage employers and businesses to build relationships b. Provide volunteering and internship opportunities that lead to employment c. Increase opportunities for people coming out of jails 14. Increase support to improve job readiness—e.g., <ol style="list-style-type: none"> a. Provide education and training—e.g., GED, financial, vocational, life skills b. Increase use of parks for engagement in educational opportunities 15. Increase support for current employees—e.g., increase flexibility for working around needs of employees 16. Increase salaries/minimum wage
<p>Other</p>	<ol style="list-style-type: none"> 17. Increase advocacy—e.g., signing people up for SSI, medicare, disability, etc 18. Provide legal services—e.g., expungement of criminal record, citizenship 19. Provide child care services

BEST PRACTICE MODELS FOR CONSIDERATION

1. **Coordinated Supportive Services System**
Map existing supportive services, and develop a coordinated network to meet the needs of the individuals and families experiencing homelessness. Services are promoted through public awareness campaigns both targeting the general public and service providers.
2. **Employment and Education**
Employment and education sector leaders will develop partnerships with multi-sector partners to align efforts and develop a clear pathway to connect individuals and families experiencing homelessness with educational, job readiness, and employment opportunities.
3. **Homeless Behavioral Health Assessment and Access** (Mental Health and Substance Use Disorders) across the spectrum of care — prevention, early intervention, and treatment.
 - a. Develop a strategic behavioral health outreach and engagement plan that includes identifying and targeting individuals with behavioral health issues and experiencing homelessness or at-risk for homelessness. Outreach efforts will include a broad multi-sector effort that will include both paid and volunteer staff.
 - b. Develop partnerships between behavioral health providers and homelessness services providers to provide outreach and engagement services embedded or co-located in high priority targeted areas.
 - c. Develop a process to prioritize behavioral health assessment for those experiencing homelessness, and supportive services for individuals while in wait for assessments or accessing behavioral health services.

FOCUS AREA 04: COORDINATION AMONG PROVIDERS

1. **Improve engagement of providers:** Encourage providers to attend Continuum of Care meeting
2. **Pool resources and improve referral system**
 - a. Identify all resources available to support people who are at risk of or experiencing homelessness (**)
 - b. Develop and make available to all community members an up-to-date online directory and map of resources, organized by location(**)
 - c. Develop a reliable way to keep this current—e.g., website to update information
 - d. Create simple pamphlets or handouts that can be widely distributed (Challenge: Keeping printed material up-to-date)
 - e. Create panels with a list of resources (include charging stations for cell phones), and place them in places where people who are homeless congregate
 - f. Make 211 as well known as 911
3. **Improve coordination of service delivery**
 - a. Convene service providers to develop shared agreement
 - 1) Discuss smart ways to help, then educate the community(**)
 - 2) Research best practices and streamline services
 - 3) Get buy-in on the right way to respond—e.g., identify who does or does not desire change, develop approaches unique to individuals, Rapid Response Teams (**)
 - 4) Improve legislation—e.g., improve consistency among policies pertaining to homelessness
 - 5) Agree on where services need to be provided (**)
 - b. Improve continuum of engagement and care
 - 1) Create a single point of contact and entry
 - 2) Improve mentorship and volunteer coordination and integration (**)
 - 3) Develop a user-friendly, universal information sharing and release form (**)
 - 4) Develop a centralized case management database (**)
 - 5) Assess current system of care and document bottlenecks (**)
 - 6) Connect immediate support efforts with providers of longer-term support

BEST PRACTICE MODELS FOR CONSIDERATION

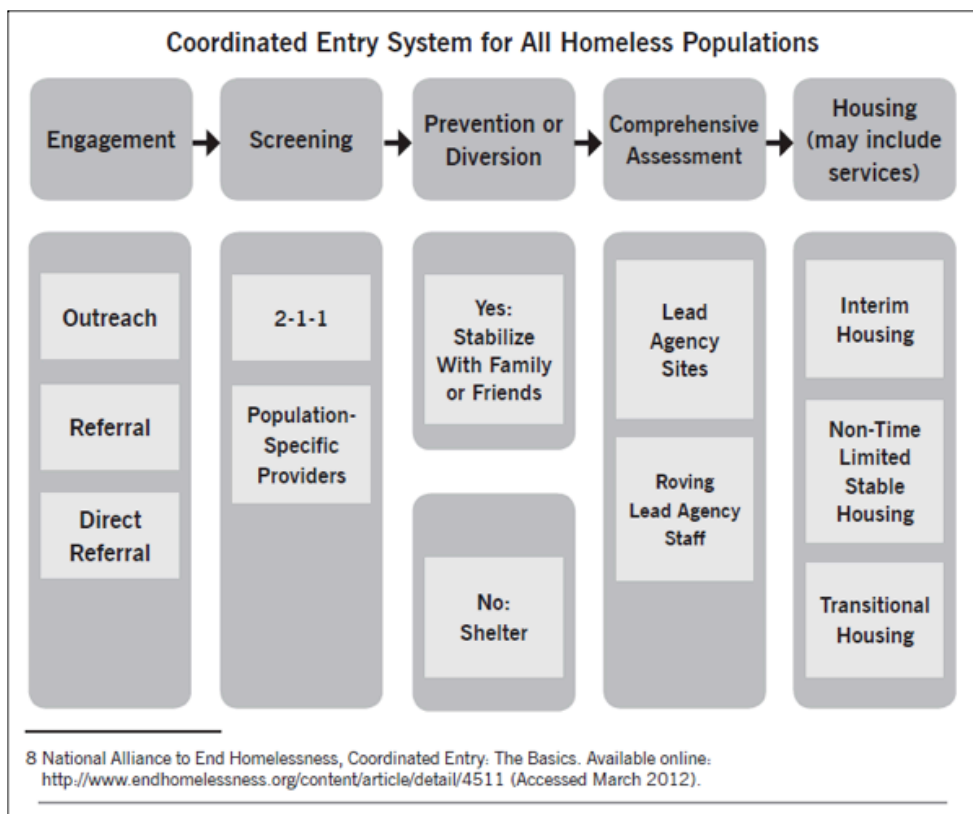
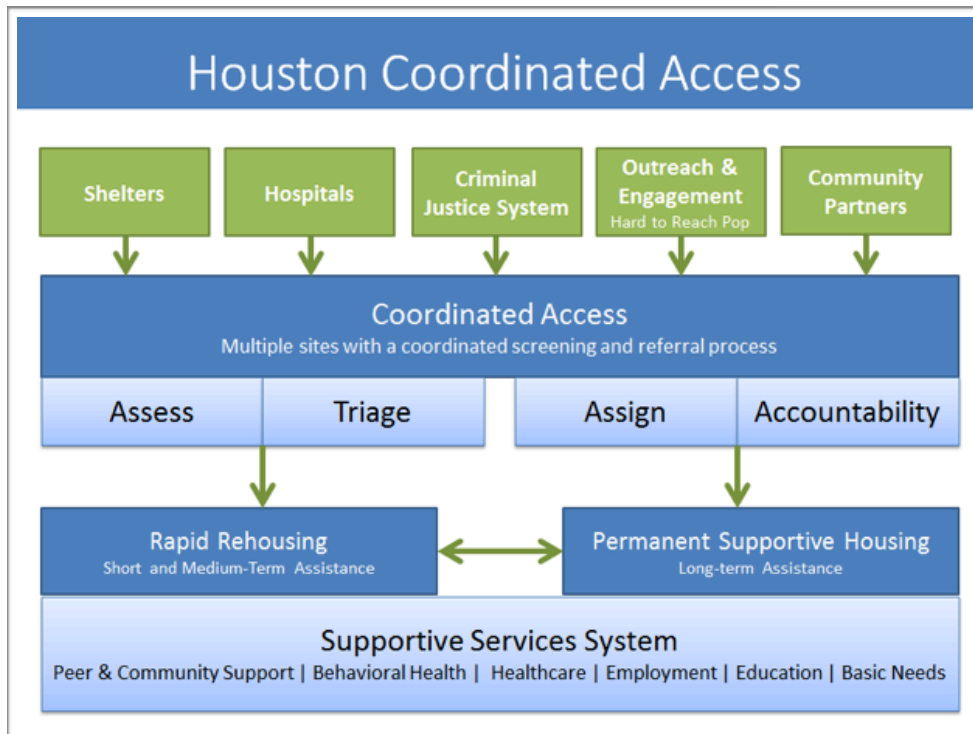
1. **Access Center & Network**

Develop a “one stop access center” centrally located within the County that is accessible via public transportation. The center will centralize homelessness supportive services, coordinated screening and assessment, and peer and community support. In addition, homeless and other social services providers throughout the County may act as satellite access sites utilizing a coordinated screening process and “warm handoff” approach to referrals.
2. **Finding our Way Home Public Awareness Campaign**

Develop multi-sector public awareness campaign that includes a broad array of effective public health promotion strategies. An emphasis of the campaign will be actions multi-sector leaders and local cities and communities can take to communicate the key messages of the campaign. The campaign outcomes will focus on increasing community awareness across multiple sectors and communities about:

 - a. Resources and supports,
 - b. Causes and cost of homelessness, and
 - c. Effective ways to help individuals and families experiencing homelessness or at-risk for homelessness.

COORDINATED ACCESS BEST PRACTICE MODELS



ADDITIONAL COUNTY-WIDE STRATEGIES

In addition to the community-level strategies outlined in the previous section that are recommended for county-wide adoption, as indicated by (**), the following are county-wide strategies being considered.

Focus area 05: Coordination among communities

1. An overarching strategy
Each community develops an agreed upon process to:
 - a. Quickly identify and engage people who are at risk of or experiencing homelessness
 - b. Intervene to prevent the loss of housing and divert people from entering the homelessness services system
 - c. Provide immediate access to shelter and crisis services while stable permanent housing and appropriate supports are being secured
 - d. Quickly connect people who have become homeless to assistance and services—tailored to their unique needs and strengths—to help them achieve and maintain stable permanent housing
2. **Services**
 - a. Develop specific programs—e.g., focused on literacy, parenting, mentorship
 - b. Develop Welfare-to-Work program specifically for people who are homeless
 - c. Provide support with screening, training, and job placement
 - d. Increase opportunities in jail/prison
3. **Improve cross-sector collaboration**
 - a. Strengthen relationships
 - b. Improve strategic coordination
 - 1) Increase educational engagements—e.g., about housing
 - 2) Hold agencies accountable to task, budget, outreach, graduation, success stories
4. **Increase funding for services**
 - a. Increase economic growth and allocate funds appropriately
 - b. Increase services that are funded with flexible dollars
 - c. Create opportunities for fundraising, sponsorships, and volunteering
5. **Improve data collection and tracking systems**
 - a. Improve count of people who are at risk of or experiencing homelessness
 - 1) Improve identification of PIT count locations
 - 2) Involve Master of Social Work students and professors in PIT count
 - 3) Improve count and tracking of homeless students
 - 4) Increase frequency of PIT and SCOE counts
 - b. Improve Homeless Management Information System (HMIS)
 - c. Improve tracking of service delivery
 - 1) Track those who feed the poor
 - 2) Track 911 calls—e.g., to assess how less expensive resources (like non-emergency transportation) can be accessed instead