

# WORKING TOGETHER TO END HOMELESSNESS



**Susan Pourciau**, Director of Homeless Training and  
Technical Assistance, Florida Housing Coalition

Volusia-Flagler Stakeholder Meeting  
July 21, 2016



# WHO WE ARE AND OUR ROLE

**Florida Housing Coalition** – We are a nonprofit provider of technical assistance and training throughout the state.

We specialize in ending homelessness, effective consolidated planning, building and preserving affordable housing, etc.

We contract with the State of Florida, local governments, and nonprofit organizations.



# WHO WE ARE AND OUR ROLE

**Susan Pourciau** – Statewide Director of Homeless Training and Technical Assistance for FHC

My role today is to: (1) share *proven* solutions to homelessness, and (2) facilitate this stakeholder meeting.

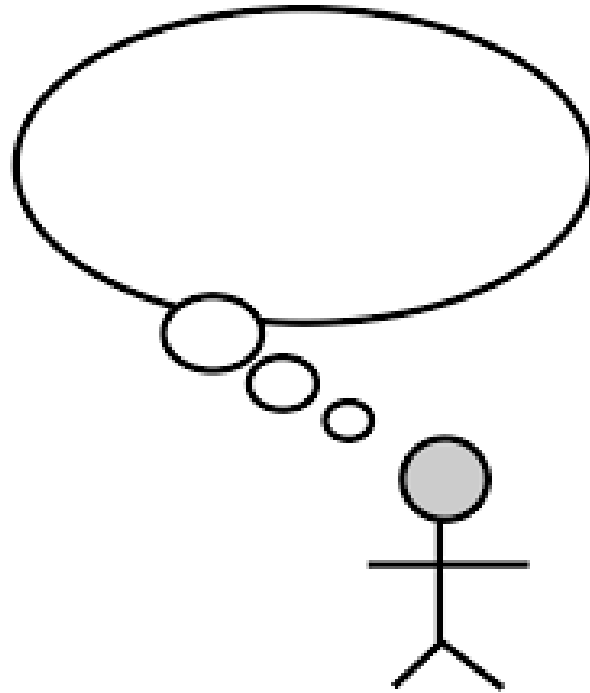
I have operated the following types of homeless programs:

- Homelessness prevention and diversion
- Outreach
- Emergency shelters (both “Come As You Are” and more restrictive shelters)
- Transitional housing
- Rapid rehousing
- Permanent supportive housing
- Veterans programs
- Family programs
- Programs for those who are chronically homeless

I have much experience reading research, analyzing data, visiting programs across the nation, and helping communities change direction to create more effective systems to address homelessness.



# “FIRST THOUGHT” EXERCISE



# PRE-MEETING SURVEY

What is your primary motivation for wanting to address homelessness?

- 1. Our constituents demand a response – 32%**
- 2. It's hurting businesses and economy – 26%**
3. Everyone has a right to housing – 21%
4. It's costing the community money – 16%
5. It doesn't reflect our values – 5%



Regardless of the “why,”  
we all want to reduce homelessness.

**The question is:**  
**What is the best way to reduce homelessness?**

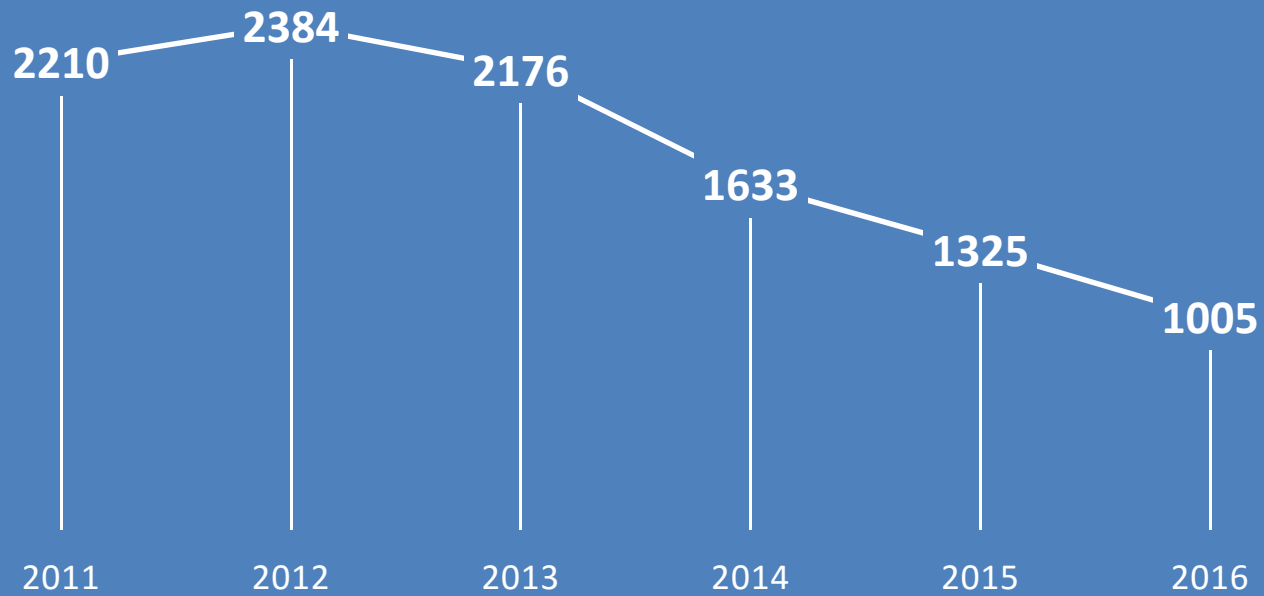


# OVERVIEW

- Homelessness in Volusia-Flagler
- Homeless Assistance Systems: Best Practices
  - Recommendations



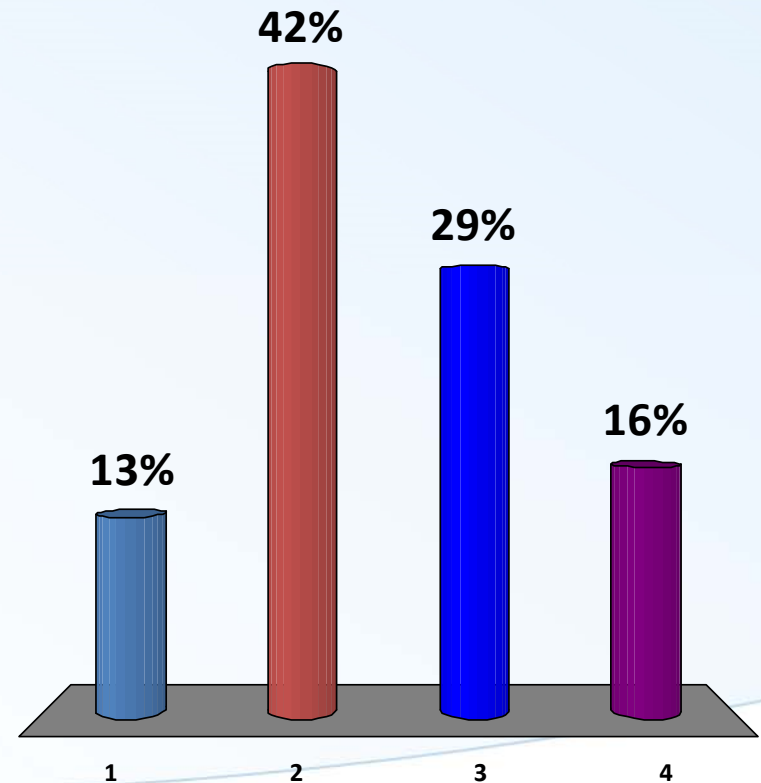
## ONE-DAY HOMELESSNESS IN VOLUSIA-FLAGLER FROM PIT COUNTS





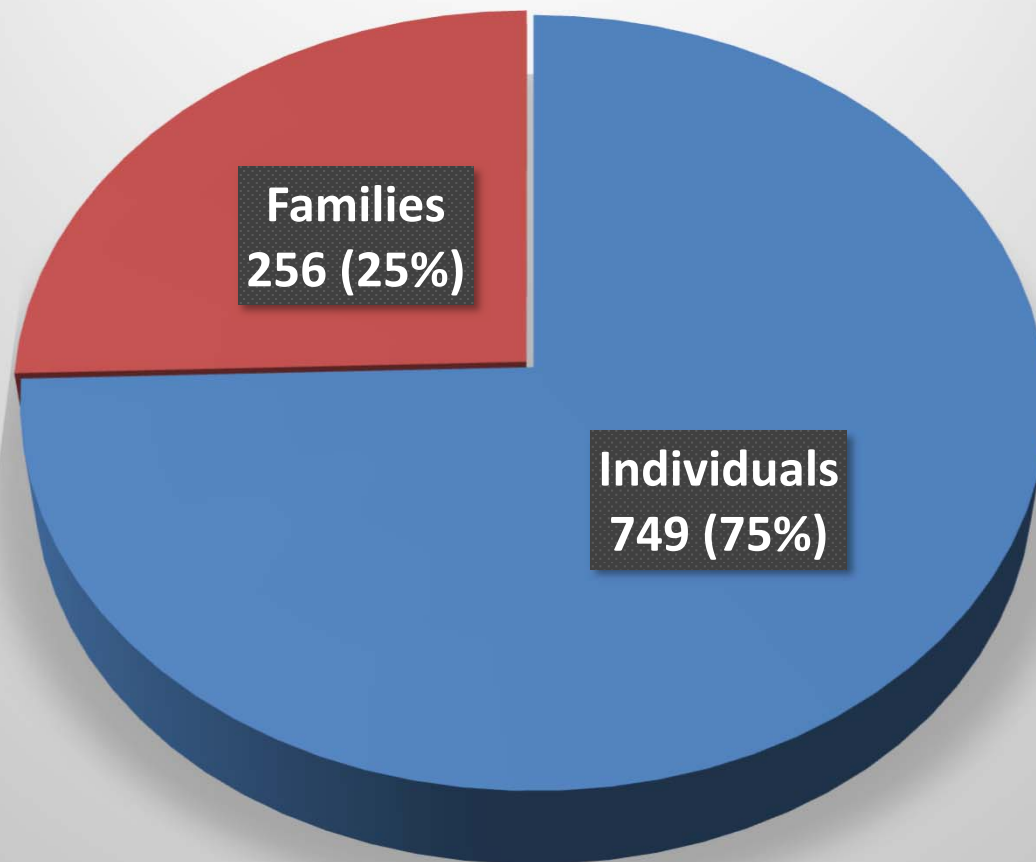
# 1. WHAT PERCENTAGE OF PEOPLE HOMELESS IN VOLUSIA/FLAGLER ARE IN FAMILIES?

1. 10%
2. 25%
3. 50%
4. 75%



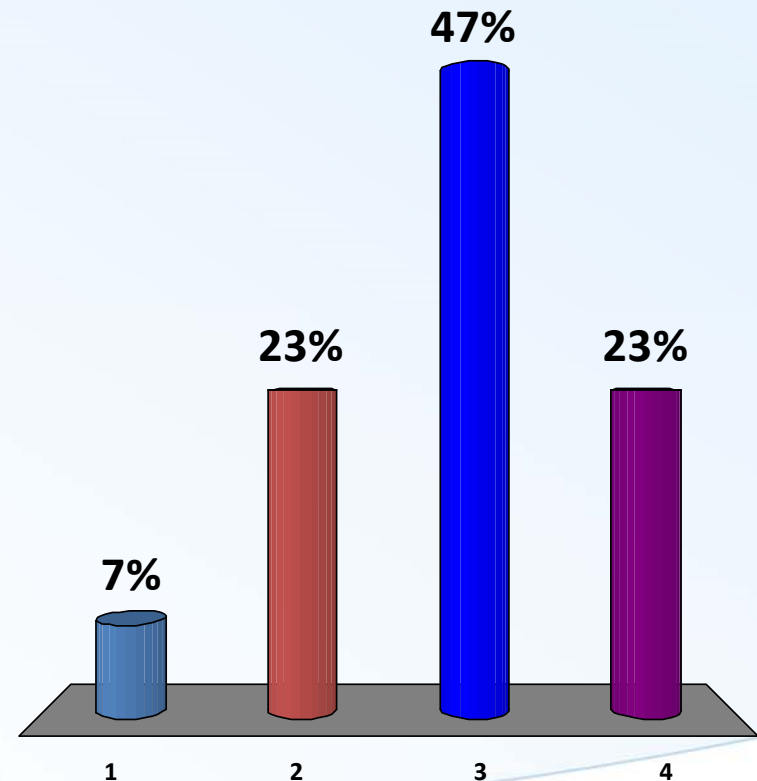
## SINGLE INDIVIDUALS & PERSONS IN FAMILIES

(SOURCE: 2016 PIT DATA)



## 2. WHAT PERCENTAGE OF PEOPLE HOMELESS IN VOLUSIA/FLAGLER ARE CHRONICALLY HOMELESS\*?

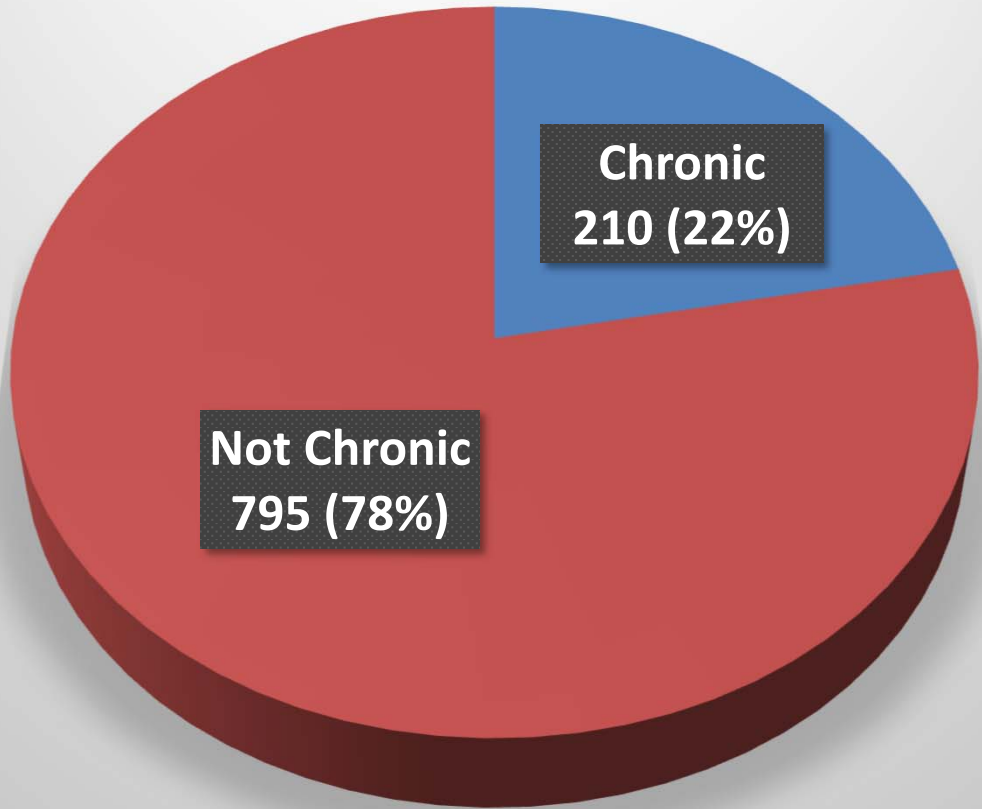
1. 5%
2. 12%
3. 22%
4. 52%



\* “Chronically homeless” means, generally speaking, someone who has been homeless over a year and has a disability.

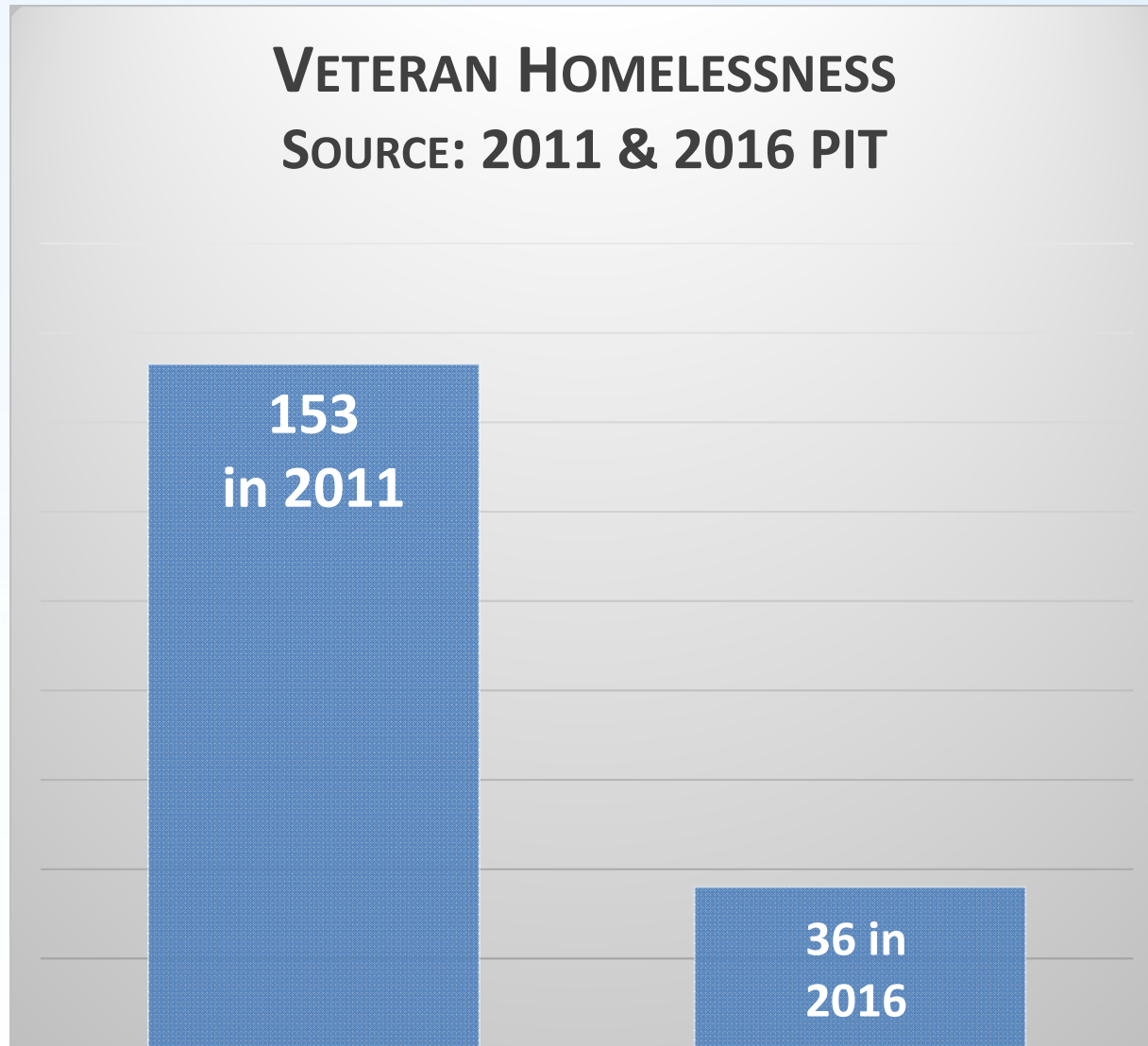


# CHRONIC HOMELESSNESS AMONG INDIVIDUALS (SOURCE: 2016 PIT DATA)



# VETERAN HOMELESSNESS

SOURCE: 2011 & 2016 PIT

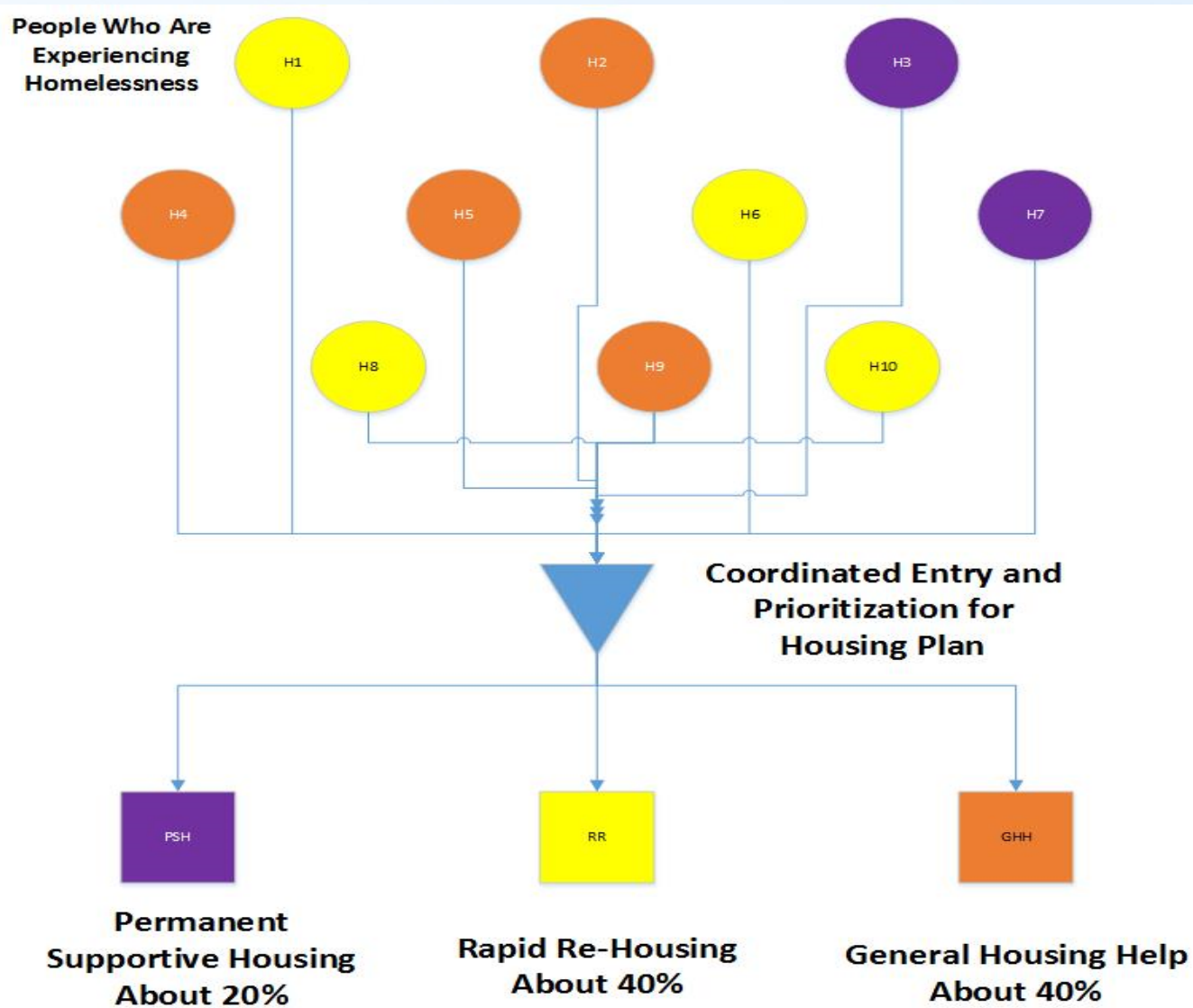


# KEY COMPONENTS OF AN EFFECTIVE HOMELESS CRISIS RESPONSE SYSTEM

- **Diversion** – to find reasonable alternatives to entering the homeless system
- **Street/Camp Outreach** – effective assertive engagement focused on housing
- **Emergency Shelter** – low barriers to entry, low service requirements, quick access to permanent housing, housing-focused services
- **Rapid Rehousing** – quick placement into rental units with leases; short-term financial assistance and support services
- **Permanent Supportive Housing** – quick placement into rental units; long-term financial assistance and support services



# HOMELESS ASSISTANCE SYSTEM: HOUSING SOLUTIONS



*Adapted from OrgCode*



# MATCHING HOUSING SOLUTIONS TO HOMELESS NEEDS

Type of Solution	Target Population	Type of Assistance
Housing First (aka Permanent Supportive Housing)	Chronically homeless (long-term homeless with disabilities); high barriers to housing stability	Long-term rent assistance Long-term support services and intensive case management
Rapid Rehousing	Most episodically homeless; moderate barriers to housing stability	Short-term rent assistance Short-term support services
General Housing Assistance	Most first-time homeless and some episodically homeless; low barriers to housing stability	Assistance finding affordable housing and getting connected to mainstream resources





# PRE-MEETING SURVEY

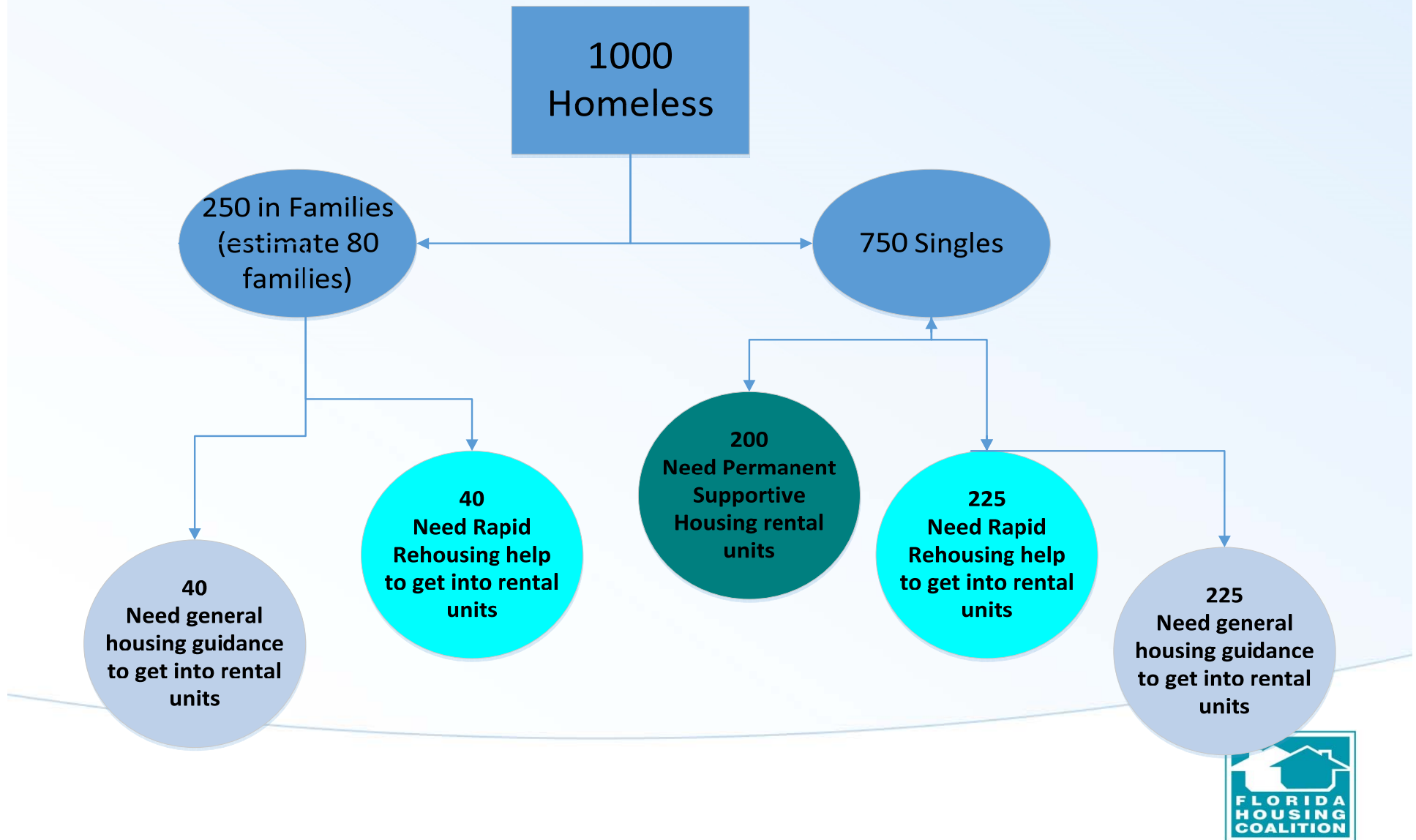
If you were homeless, where would you want to go?

1. **Friends or family – 89%**
2. **Affordable apartment – 69%**
3. Emergency shelter in town – 27%
4. Emergency shelter out of town – 20%
5. Car, tent, etc. – 0%

Note: % represent the number that chose as #1 or #2 choice



# WHAT HOUSING HELP IS NEEDED?



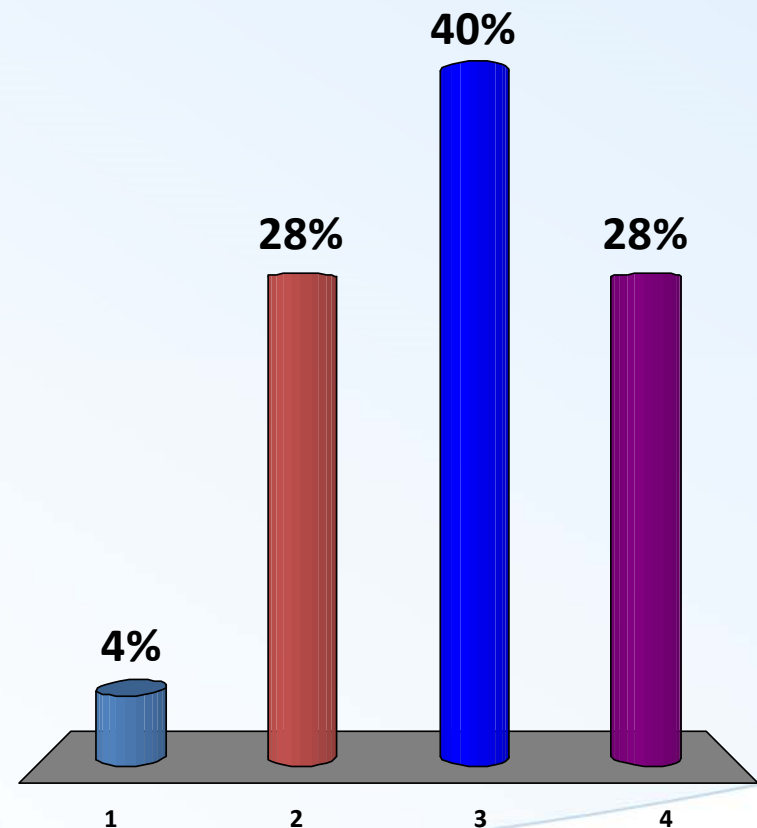
# KEY ELEMENTS OF AN EFFECTIVE HOMELESS CRISIS RESPONSE SYSTEM

- Housing first orientation
- Coordinated entry and common assessment (e.g. VI-SPDAT)
- Immediate and low-barrier access to shelter and services
- Collaboration
- System-wide standards of care
- System-wide data-driven decision making based on objective performance measures related to housing outcomes
- Effective Homeless Management Information System (HMIS)



### 3. HOW MUCH COULD A HOUSING FIRST MODEL SAVE VOLUSIA/FLAGLER IN EMERGENCY SERVICES?

1. \$500,000
2. \$2 million
3. \$3 million
4. \$6 million



# HOUSING FIRST: WHAT AND WHY?

- Help people move into rental housing with a lease *as soon as possible*
  - *After* they are housed, provide support services as needed and desired
- Don't extend their homelessness by trying to provide services *prior* to housing. It doesn't work as well! And it is more expensive!
- Housing first can save the community on average \$30,000 per *chronically homeless* person in emergency services costs annually
  - For V-F this is \$6,000,000 a year



# HOUSING FIRST BASICS

Housing First helps people who are homeless move into **permanent housing** quickly, *without* preconditions, barriers to entry, or barriers to continued housing.

“Housing First” is not “Housing Only”

Supportive services are offered following move-in to maximize **housing stability** and returns to homelessness.



# THE “HOUSING READY” OR “SERVICES FIRST” APPROACH

Outdoors →

Emergency Shelter & Services →

Transitional Housing & Services →

Permanent Housing!



# THE HOUSING FIRST APPROACH

Outdoors → Permanent Housing & Services

Emergency Shelter → Permanent Housing & Services





# DOES IT WORK?

**YES**

- ↑ High housing stability rates
- ↑ Improved mental health
- ↓ Reduced drug and alcohol use
- ↓ Low returns to homelessness
- ↓ Significant reductions in the cost of using emergency assistance and crisis services

SAMHSA's National Registry of Evidenced-based Programs & Practices



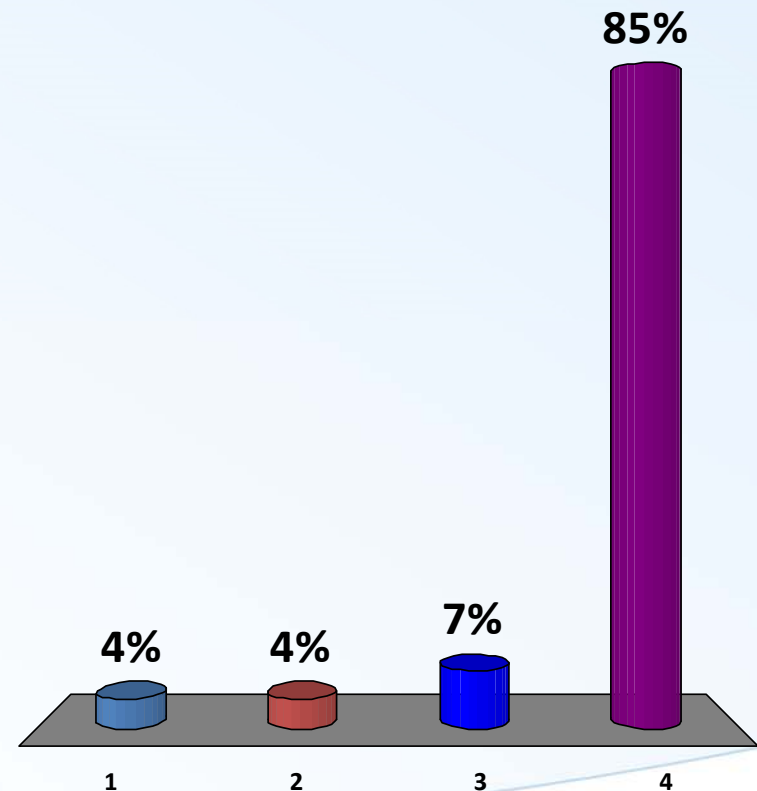
# BUT WHAT ABOUT . . .

Emergency shelters and homeless service centers? Where does that fit in?



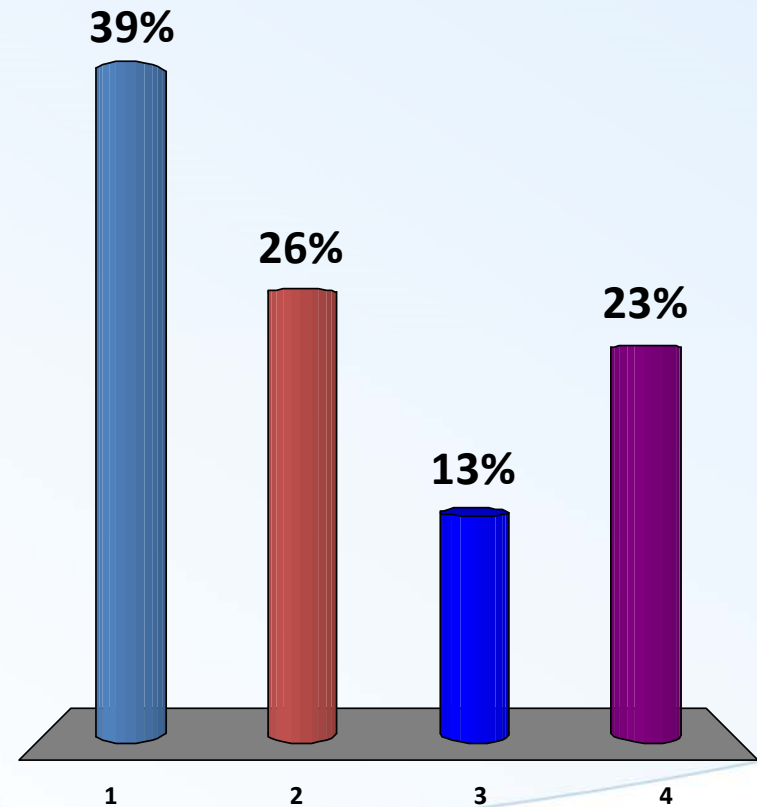
#### 4. WHAT IS THE MOST IMPORTANT SERVICE TO BE PROVIDED DURING EMERGENCY SHELTER?

1. Substance abuse counseling
2. Employment services
3. Applying for benefits (SSDI, SNAP, Medicaid)
4. Help finding and renting an apartment



## 5. HOW LONG SHOULD PEOPLE STAY IN EMERGENCY SHELTER?

1. Up to 30 days
2. Up to 60 days
3. Up to 180 days
4. As long as they need to address their problems



# THE ROLE OF EMERGENCY SHELTER IN A GOOD HOMELESS SYSTEM

- Should be used only as a *very temporary* bridge to finding rental units
  - What’s “temporary”? Under 30 days.
- Should be only large enough to hold the number of people that can be housed in 30 days
  - In V-F, assuming a robust rapid rehousing program, that might be 60-100 beds
- “Case management” should be housing-focused, not services-focused
  - Should not get distracted by coordinating or offering “wraparound services” – focus on housing



# PRE-MEETING SURVEY

IF YOU COULD DIRECT \$1MILL PER YEAR TO COMBAT HOMELESSNESS, HOW WOULD YOU INVEST?

1. **Help people get into apartments, provide services – 83%**
2. **Create more affordable housing – 65%**
3. Provide more services for people on the street – 33%
4. Create and operate more emergency shelter – 24%

Note: % represent the number that chose as #1 or #2 choice



# SIX RECOMMENDATIONS

1. ***Create a collaborative plan*** for the next three years to create an appropriate balance of shelter, rapid rehousing, and permanent supportive housing
2. ***Create a “Funders Advisory Council”*** for the Commission on Homelessness to help implement the collaborative plan
3. ***Commit to a community-wide “housing first” approach*** – low barriers to assistance, reduced service requirements, and quick placement into rental units (note: this will require sufficient housing, rapid rehousing funding, and the right policies by service providers)



# SIX RECOMMENDATIONS

4. ***Do not over-invest in emergency shelter*** facilities and operations. You need to balance investments in all aspects of the system: outreach, ES, rapid rehousing, and affordable housing.
5. ***Do not over-invest in pre-housing case management.*** Most support services should be provided after housing, not before. The only pre-housing “case management” that should be provided is the help necessary to find and move into an apartment.
6. ***Increase stock of rental units*** that very-low-income households can afford





# PRESENTATIONS

City of DeLand

City of Daytona Beach

Volusia County



# Emergency Shelter Location and Size Prioritization Workgroup

- Bell, Campanaro, Clark, Cornell, Geallis, White, Young
- Sites Considered: Armory, DBPD, EVAC, Halifax Lanes, North St, Red John Rd, SA Ballough, SA LPGA, VCHD, Volusia House
- Indicators: Cost, Efficiency, Capacity/Scalability, Proximity, Transportation, Impact, Customer Preference, Zoning



# Results

- North Street, Red John Road and LPGA locations are most viable – due primarily to NIMBY
- Capacity – 125 to 250 beds
- Capacity variables – target population, length of stay, West Volusia, Housing First
- Consumer Preferences – stability until housed; place to sleep, shower, laundry, meals; linkage to employment; accessibility; transportation



# COMMENTS & QUESTIONS

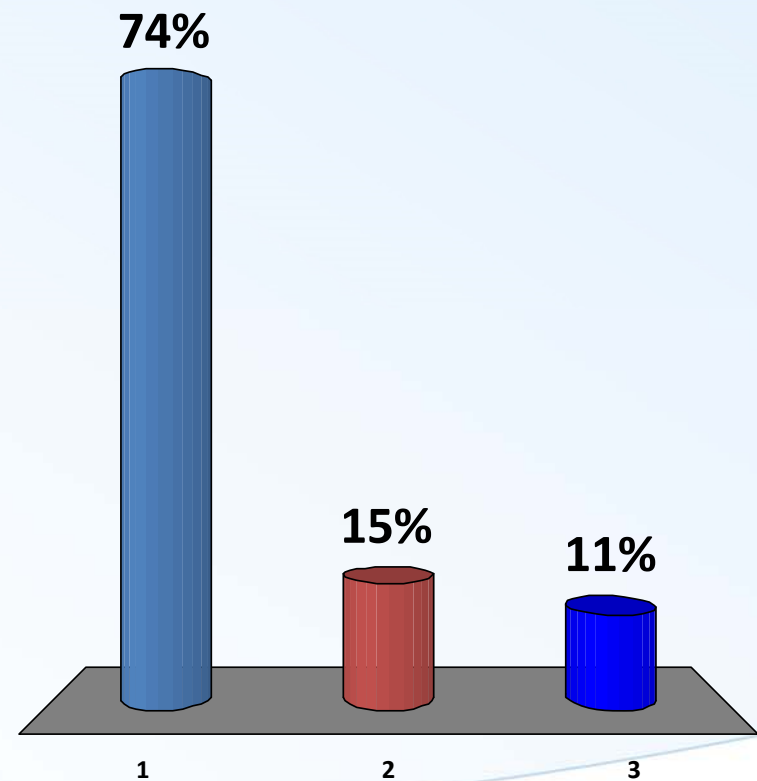


# POLLS AND CONSENSUS BUILDING



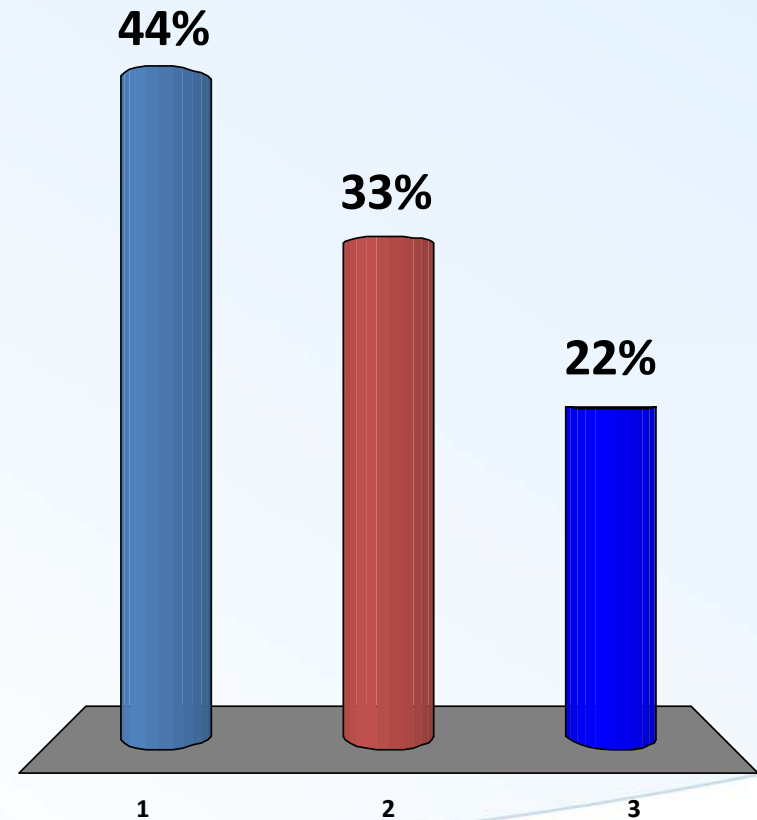
## 6. DO YOU SUPPORT THE CITY OF DELAND POSITION?

1. Yes
2. No
3. Unsure



## 7. DO YOU SUPPORT THE CITY OF DAYTONA BEACH POSITION?

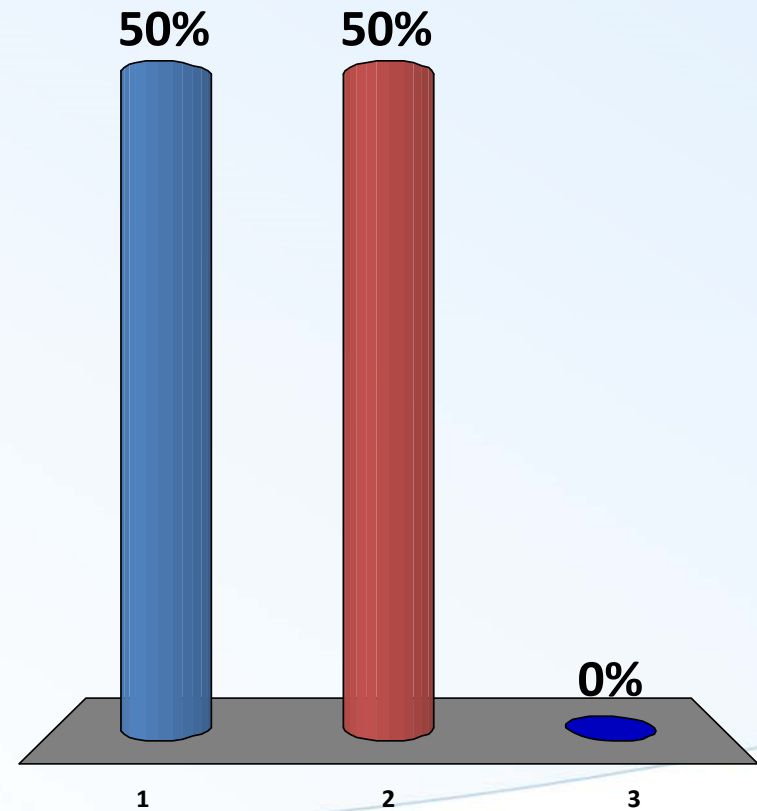
1. Yes
2. No
3. Unsure



## 8. DO YOU SUPPORT THE VOLUSIA COUNTY POSITION?

(Currently invests in intervention and prevention of homelessness. County wants to limit additional expenditures on capital investment.)

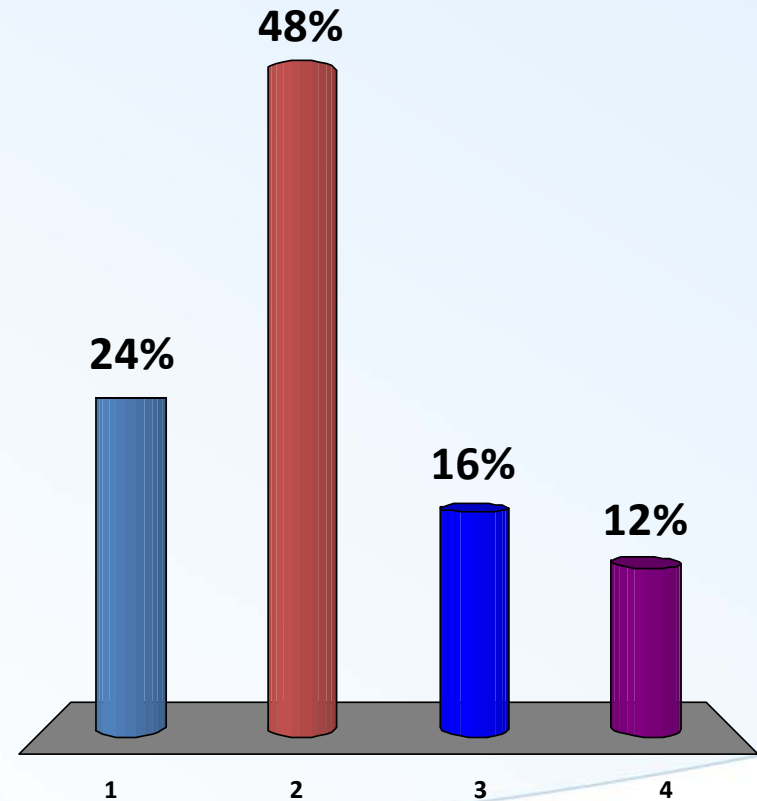
1. Yes
2. No
3. Unsure





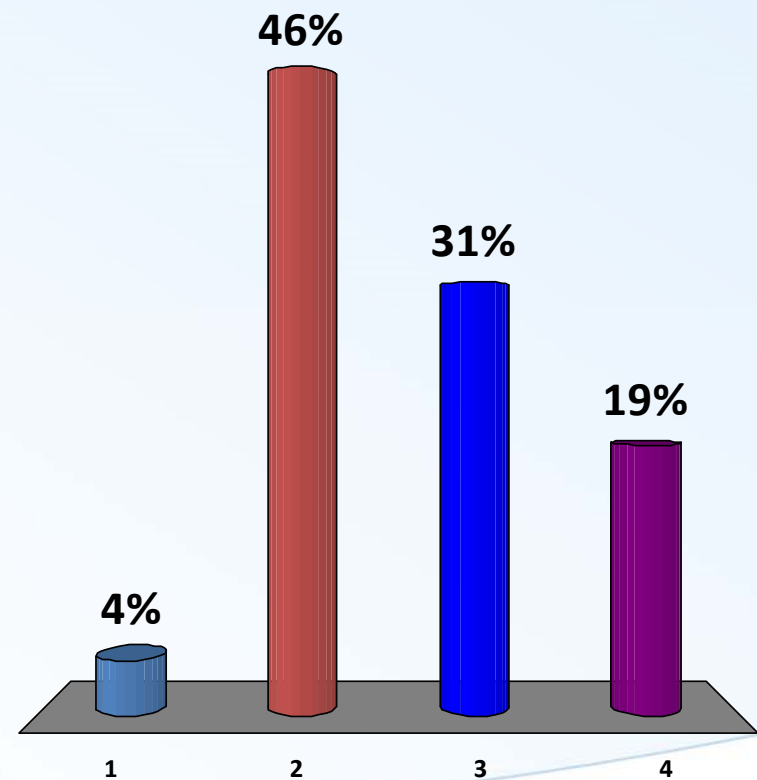
## 9. HOW MANY EMERGENCY SHELTER BEDS FOR MEMBERS OF FAMILIES SHOULD BE ADDED?

1. None
2. 50-100
3. 100-200
4. 200-300



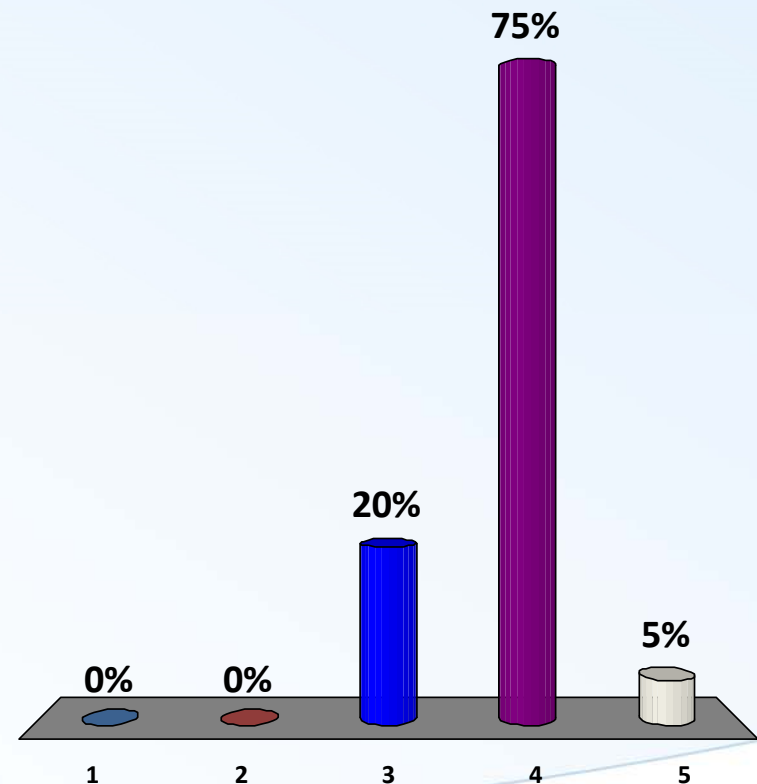
# 10. HOW MANY EMERGENCY SHELTER BEDS FOR SINGLE ADULTS SHOULD BE ADDED?

1. None
2. 50-100
3. 100-200
4. 200-300



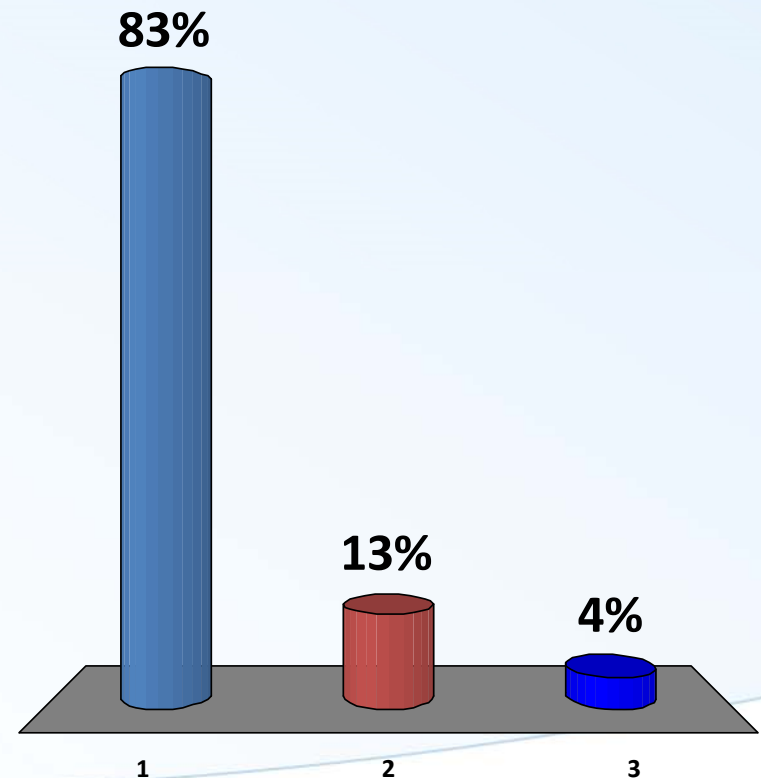
# 11. WHAT SHOULD THE PRIMARY FOCUS OF EMERGENCY SHELTER BE?

1. Behavioral health (SA/MH) counseling
2. Employment services
3. Food and beds
4. Help finding and renting apartment
5. Jail diversion (using ES as a place to take people who are violating minor ordinances (loitering, etc.), rather than taking them to jail)



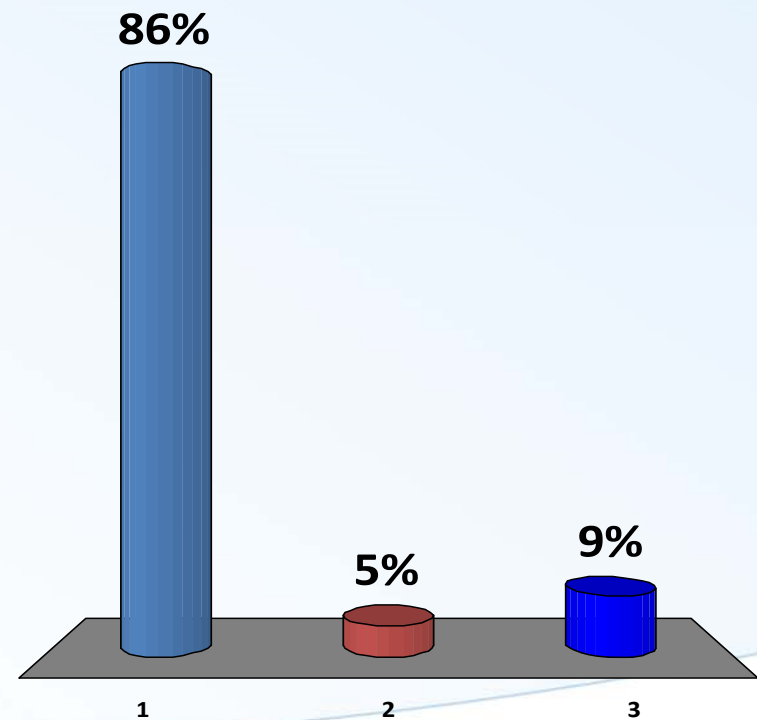
## **12. DO YOU SUPPORT THE IDEA OF EXPANDING RAPID REHOUSING ASSISTANCE (HELP PEOPLE GET INTO APARTMENTS AND THEN PROVIDE SUPPORT SERVICES)?**

1. Yes
2. No
3. Unsure



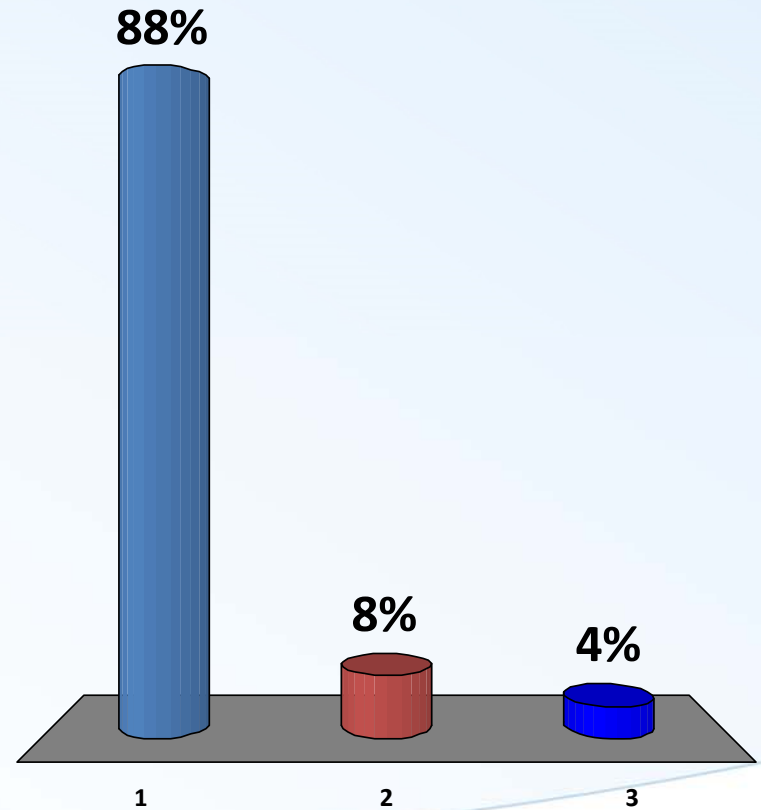
# **13. DO YOU SUPPORT THE IDEA OF EXPANDING PERMANENT SUPPORTIVE HOUSING FOR THOSE WHO ARE CHRONICALLY HOMELESS (HELP THEM GET INTO APARTMENTS AND THEN PROVIDE SUPPORT SERVICES)?**

- 1. Yes
- 2. No
- 3. Unsure



# 14. DO YOU SUPPORT THE IDEA OF HOUSING FIRST AS DESCRIBED HERE?

- 1. Yes
- 2. No
- 3. Unsure



**15. VOLUSIA-FLAGLER EFFECTIVELY ENDED VETERAN HOMELESSNESS. DO YOU SUPPORT USING THE SAME APPROACH FOR NON-VETS WHO ARE HOMELESS?**

- 1. Yes
- 2. No
- 3. Unsure

