Home Stretch Stakeholders Meeting

NOVEMBER 14, 2017
AGENDA

1. Program Stats
2. Changes to Alameda County’s approach to addressing homelessness
3. Home Stretch Next Steps
Referral Stats
Home Stretch received 1679 referrals from 96 different agencies between 7/18/16 – 11/1/17

*Data includes all referrals since program start*
NUMBER OF REFERRALS BY SOURCE

*Data only includes sources who have made 10 or more referrals*
REFERRALS BY ELIGIBILITY STATUS

*Data includes all referrals since program start*
TOTAL NUMBER OF PEOPLE IN REGISTRY BY PRIORITY GROUP

1. 330 (26%)
2. 497 (39%)
3. 112 (9%)
4. 346 (27%)

*Data includes all clients that have been in registry since program start, including those who have been exited from Home Stretch*
*Data includes all clients that have been in registry since program start, including those who have been exited from Home Stretch.*
NUMBER OF CLIENTS IN REGISTRY BY AGE GROUP

*Data includes all clients that have been in registry since program start, including those who have been exited from Home Stretch.*
There are 1146 households currently active in the registry.
CURRENTLY ACTIVE IN REGISTRY BY PRIORITY GROUP

<table>
<thead>
<tr>
<th>Priority Group</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>260</td>
<td>23%</td>
</tr>
<tr>
<td>2</td>
<td>470</td>
<td>41%</td>
</tr>
<tr>
<td>3</td>
<td>96</td>
<td>8%</td>
</tr>
<tr>
<td>4</td>
<td>320</td>
<td>28%</td>
</tr>
</tbody>
</table>
CURRENTLY ACTIVE PRIORITY 1 BY REGION

North County - Berkeley

North County - Oakland

Mid-County

East County/Tri-Valley

South County

44

115

43

26

9
## EXITS FROM HOME STRETCH

<table>
<thead>
<tr>
<th>Description</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Long-term care facility or nursing home</td>
<td>1</td>
</tr>
<tr>
<td>Client declined 3 housing offers within their preferences</td>
<td>1</td>
</tr>
<tr>
<td>Rental by client, with RRH or equivalent subsidy</td>
<td>2</td>
</tr>
<tr>
<td>Deceased</td>
<td>3</td>
</tr>
<tr>
<td>Rental by client, with other ongoing housing subsidy</td>
<td>4</td>
</tr>
<tr>
<td>Housing Navigator reported permanent housing - type unknown</td>
<td>4</td>
</tr>
<tr>
<td>Staying or living with family, permanent tenure</td>
<td>5</td>
</tr>
<tr>
<td>Rental by client, no ongoing housing subsidy</td>
<td>7</td>
</tr>
<tr>
<td>Permanent housing (other than RRH) for formerly homeless persons</td>
<td>71</td>
</tr>
</tbody>
</table>
PSH STATS
Home Stretch has been notified of 120 PSH openings since the program launched. Average # of openings per month = 7.5
60 HAVE BEEN FILLED THROUGH HOME STRETCH

7 WERE FILLED OUTSIDE OF HOME STRETCH

27 ARE PENDING MOVE-IN

26 ARE IN THE REFFERAL & APPLICATION PROCESS
C181

Clients have received at least one PSH referral

This is 15% of eligible households in the registry
NUMBER OF PSH REFERRALS CLIENTS HAVE RECEIVED

- 1 PSH Referral: 181
- 2 PSH Referrals: 51
- 3 PSH Referrals: 18
- 4 PSH Referrals: 10
- 5 PSH Referrals: 4
- 6 PSH Referrals: 1
REFERRAL OUTCOMES THAT DID NOT RESULT IN PSH THROUGH HOME STRETCH

- Unit Turned Down Client: 23
- No Contact from Client: 19
- Higher Priority Client Moved In: 16
- Client Turned Down Unit: 15
- Other Reason: 8
- Permanently Housed without Home Stretch: 6
- No Contact from Provider: 6
REASONS UNITS TURNED DOWN

REFERRALS

Level of care not adequate for client
Obtained employment and no longer meets income qualifications
Eviction within the last five years; opportunity to appeal
Required sex offender registrant; OHA denial
Client still actively drinking, unclear if he ever interviewed with the property
Active substance use and disruptive behavior in shelter
Denied because of household composition (couple applying for two bedroom)
Proposed household too large for unit size
Criminal background (drugs sale & weapons possession.) - Appealed and denied
Client had outstanding balance with property management
Providing agency has restraining order against and is on-site service provider
REASONS CLIENTS TURNED DOWN UNITS

Did not like the building or location

Preferred a different type of unit (1-bedroom instead of studio)

Refused shared living or housing

Pursuing other PSH opportunity
AVERAGE NUMBER OF DAYS UNITS ARE OPEN

<table>
<thead>
<tr>
<th>Average Number of Days Units Open</th>
<th>Rental Assistance</th>
<th>Site-Based</th>
</tr>
</thead>
<tbody>
<tr>
<td>For Units Filled Through Home Stretch</td>
<td>134</td>
<td>102</td>
</tr>
<tr>
<td>For Units Currently Open</td>
<td>238</td>
<td>164</td>
</tr>
</tbody>
</table>
SYSTEM SHIFT:
Housing Crisis Response System & Coordinated Entry
HOUSING CRISIS RESPONSE SYSTEM
HOUSING CRISIS RESPONSE

**APPROACH:** Identify and mobilize every personal, familial, community or public resource available to resolve housing crises.
ALAMEDA COUNTY HOUSING CRISIS RESPONSE SYSTEM

INDEPENDENT LIVING INITIATIVE
SKILLED NURSING FACILITIES

AT RISK OF HOMELESSNESS
HOUSING PROBLEM SOLVING
HOUSING WORKSHOPS
LEGAL SERVICES

SAFETY & HOUSING CRISIS SCREENING

HRCs
Regional Organization, Flexible Funding for HPS

HOMELESS
ASSESSMENT
HOUSING PROBLEM SOLVING
HOUSING NAVIGATION
HOUSING WORKSHOPS
PRIORITIZATION
MATCHING
LEGAL SERVICES
HEALTH & HUMAN SERVICES LINKAGE

TEMPORARY HOUSING
Shelter, Med Respite, Emergency Motel Vouchers, Transitional Housing

COMMUNITY BASED HOUSING
Family, Roommate, Friend, Rental

RAPID REHOUSING

PERMANENT SUPPORTIVE HOUSING
(Site-based & Scatter Site) Home Stretch, Tenancy Sustaining Services, Landlord Liaison Services
The process of building a coordinated system takes time. We are starting with:

- Housing Resource Centers who will be responsible for coordination in their region
  - Family Front Door – HRC for a specific target population
- Eden I & R
- Home Stretch
- Operation Vets Home
In process of being integrated into the system:

◦ Shelters – developing how people move in and out
◦ Outreach providers not connected to HRCs

Other Health and Human Services that intersect with the Housing Crisis Response System:

◦ Domestic Violence
◦ Health Care
◦ Behavioral Health Care
◦ Social Services – employment, public benefits, etc.
COORDINATED ENTRY
COORDINATED ENTRY

Coordinated Entry is an important part of a Housing Crisis Response System, establishing a standard process and shared set of tools for:

• Access
• Housing Problem Solving/Diversion
• Assessment
• Prioritization
• Matching to Housing/Homeless Resources
• Grievances
COORDINATED ENTRY

• HUD mandate that all communities implement a Coordinated Entry System by January 2018 as their method for distributing homeless resources.

• All programs which receive HUD homelessness funds - Continuum of Care (CoC), Emergency Solutions Grants (ESG) - must participate

• In Alameda County, local funders are also requiring that all dedicated homeless resources be accessed through Coordinated Entry. (Cities, County Health Care Services Agency, County Housing and Community Development)
ALAMEDA COUNTY’S COORDINATED ENTRY

- New Assessment and Scoring System
  - Scoring will be hidden
  - Important to keep people’s information up-to-date, dynamic prioritization
  - Small subset of HRC staff have become trained on the new assessment and are testing it in the community
  - Moving forward we need to decide who else will become assessors and how they will be linked to the HRCs.
    - Intention is to figure out how to have enough capacity to assess and connect everyone who is literally homeless in our County
ALAMEDA COUNTY COORDINATED ENTRY

HOUSING RESOURCE CENTERS
- Housing crisis & safety screening
- Housing workshops & legal services
- Housing problem solving assessment & prioritization
- Matching to housing resources
- Housing navigation services support to stay housed

HOMEELESS OUTREACH
- Regional teams
- Countywide coverage
- Housing crisis & safety screening assessment & prioritization
- Housing problem solving
- Housing navigation support

2-1-1
- 24/7 countywide caller support
- Housing crisis & safety screening
- Housing problem solving
- Connect homeless callers to HRCs
- Info & referral for: non-ce shelter & winter shelters
- Non-ce affordable housing
- Other health & social services

HRC
- Housing resource centers

HOMELESS OUTREACH
- Regional outreach
- Countywide coverage
- Housing crisis & safety screening
- Assessment & prioritization
- Housing problem solving
- Housing navigation support
<table>
<thead>
<tr>
<th>Region</th>
<th>Population</th>
<th>Location</th>
<th>Lead Operator</th>
<th>Cities served</th>
</tr>
</thead>
<tbody>
<tr>
<td>East</td>
<td>All</td>
<td>Livermore and Satellite offices</td>
<td>Abode Services</td>
<td>Livermore, Pleasanton, Dublin, unincorp. areas</td>
</tr>
<tr>
<td>South</td>
<td>All</td>
<td>Fremont</td>
<td>Abode Services</td>
<td>Fremont, Newark, Union City, unincorp areas</td>
</tr>
<tr>
<td>Mid</td>
<td>All</td>
<td>Hayward</td>
<td>Abode Services</td>
<td>Hayward, San Leandro, Alameda, San Lorenzo, Castro Valley, unincorp. areas</td>
</tr>
<tr>
<td>North County Family</td>
<td>Families with minor children</td>
<td>Oakland</td>
<td>Family Front Door (Oakland, BFWC, EOCP)</td>
<td>Oakland, Berkeley, Albany, Emeryville, Piedmont</td>
</tr>
<tr>
<td>Oakland Singles</td>
<td>Singles, Adult only, TAY</td>
<td>Oakland</td>
<td>City of Oakland, BACS, EOCP</td>
<td>Oakland</td>
</tr>
<tr>
<td>North County</td>
<td>Singles, Adult only, TAY</td>
<td>Berkeley</td>
<td>City of Berkeley, BFHP</td>
<td>Berkeley, Albany, Emeryville, Piedmont</td>
</tr>
</tbody>
</table>
HOME STRETCH NEXT STEPS

- We will stop accepting referrals directly to Home Stretch on 11/17/17 at 5pm

- Moving forward, households will be assessed for permanent supportive housing and other resources through HRCs and outreach assessors
NEXT STEPS FOR EXISTING HOME STRETCH HOUSEHOLDS

- All priority 1 households have been referred to the HRC’s to have current assessments conducted to accurately reflect their present circumstances.

- Priority 2, 3, 4 will also be outreached to for current assessments over time.

- 5 attempts in 30 days will be made to contact and assess each household. If these attempts do not result in contact, the household will be marked inactive.

- We will continue to use the current registry and prioritization until all people in the Home Stretch registry have been outreached to for updated assessments. Once this occurs, we will retire the registry and begin matching from the community queue in HMIS.

- Providers should continue collecting housing match documents and submitting to Home Stretch; Housing Profile, Housing History, Verification of Homelessness, Verification of Disability, ID, SS Card.

- It is important to provide dynamic updates to assessments of people's situation.

- Can send clients to housing education workshops for current assessments.
NEXT STEPS FOR NEW HOUSEHOLDS

◦ No more high need documentation; diagnostic, law, health care utilization, VI-SPDAT

◦ More dynamic differentiation, more opportunity to update data and adjust score

◦ Gathering housing match documents and hold onto them so they will already have a full packet of documents

◦ Stay in contact with household

◦ Call 211, they will have the latest info on whose taking referrals and when

◦ Legal and housing workshops
BACS Housing Education & Counseling program is designed to guide you from homelessness to housing, and beyond. The Housing Education classes cover everything you need to know about finding and keeping housing. We also provide individual housing counseling for those in need.

All classes begin at 10:30 a.m., and last 60-90 minutes.

Monday: Towne House Wellness Center
629 Oakland Ave,
Oakland, CA 94611

Tuesday: Berkeley Food and Housing Project
1901 Fairview St,
Berkeley, CA 94703

Wednesday: Hedco Wellness Center
590 B Street,
Hayward, CA 94541

Thursday: Valley Wellness Center
3900 Valley Ave #B,
Pleasanton, CA 94566

Friday: South County Wellness Center
40965 Grimmer Blvd,
Fremont, CA 94538

There will be time for individual counseling after the classes. Join us for one class, four classes, or all the classes—you will get something out of it, however many you attend!

Classes include: How to fill out applications (even if you are homeless), available housing today, adjusting to permanent housing, good relationships with landlords, and more!

For more information, call us at 510-613-0330, or visit us online at bayareacs.org.
BAY AREA LEGAL AID
LEGAL ADVICE LINE
800-551-5554
QUESTIONS?
COMMENTS?