



National Alliance to  
**END HOMELESSNESS**

**Rapid Re-Housing Webinar: Lessons from Montgomery County, PA  
August 18, 2016**

# Agenda

- Brief overview of rapid re-housing
- **Jason Alexander**, Capacity for Change, LLC
- **Emma Hertz**, Montgomery County Department of Housing and Community Development

# Core Components of Rapid Re-Housing

Housing Identification

Rent and Move-In Assistance (Financial)

Rapid Re-housing Case Management and Services

# RAPID RE-HOUSING: LESSONS FROM YOUR WAY HOME MONTGOMERY COUNTY, PENNSYLVANIA

National Alliance to End Homelessness Webinar  
August 18, 2016

## Presenters:

Jason D. Alexander, Principal, Capacity for Change, LLC & Your  
Way Home Senior Advisor

Emma W. Hertz, MPA, Administrator, Housing and Community  
Development, Montgomery County Department of Health and  
Human Services



YOUR WAY HOME  
MONTGOMERY COUNTY

Partnering  
To End  
Homelessness

[www.yourwayhome.org](http://www.yourwayhome.org)

# YOUR WAY HOME MONTGOMERY COUNTY

## Partnering for Collective Impact

- The Your Way Home Montgomery County public-private partnership improves the housing stability, economic security and health of people experiencing or at imminent risk of homelessness.
- Our vision is to make the experience of homelessness in Montgomery County rare, brief and non-recurring.

## Advancing a Unified Housing Crisis Response System

### Our strategic goals are to:

1. Ensure the housing stability of families and individuals who are homeless or at imminent risk for homelessness.
2. Move homelessness prevention “upstream” by connecting families, youth and single adults with opportunities to improve their health, mental health and economic security.
3. Engage, inspire and mobilize support for Your Way Home across sectors, organizations, and communities throughout Montgomery County and beyond.

# YOUR WAY HOME SYSTEM LEADERSHIP

- **Your Way Home Operations Team, Office of Housing and Community Development, Montgomery County Department of Health and Human Services**
  - Responsible for system management and partnership backbone support
- **Your Way Home Advisory Council**
  - Cross-sector body of up to twenty-five public, private and nonprofit leaders appointed by the Montgomery County Commissioners
  - Advisory and Action Teams
- **Your Way Home Initiative Fund at the Montgomery County Foundation, Inc.**
  - Temporary Financial Assistance for RRH and Diversion Clients
  - Landlord Promise Fund for Recruitment and Retention
  - Service Provider Learning Collaborative and Capacity Building Grants

# YOUR WAY HOME PUBLIC-PRIVATE PARTNERSHIP

## Government Partners

- Montgomery County Commissioners
- Montgomery County Housing & Community Development (Lead Agency)
- Community Connections
- Montgomery County Offices of Aging & Adult Services, Behavioral Health/Developmental Disabilities, Child Day Care Services, Children & Youth, Commerce, Health, and Veteran Affairs

## Funders

- County of Montgomery, Pennsylvania
- Curaterra Foundation
- Genuardi Family Foundation
- The Montgomery County Foundation, Inc.
- HealthSpark Foundation
- North Penn United Way
- Patricia Kind Family Foundation
- The Philadelphia Foundation
- United Way of Greater Philadelphia & Southern New Jersey
- U.S. Department of Housing and Urban Development
- Wells Fargo Foundation

## Community Partners

- Advanced Living Communities
- Carson Valley Children's Aid
- Creative Health Services
- Genesis Housing Corporation
- Hedwig House
- Inter-Faith Housing Alliance of Ambler
- Laurel House
- Legal Services of Southeastern Pennsylvania
- Keystone Opportunity Center
- Manna on Main Street
- Montgomery County Emergency Service
- Montgomery County Housing Authority
- New Jersey 211
- Penn Foundation
- Philanthropy Network Greater Philadelphia
- Pottstown Cluster of Religious Communities
- Resources for Human Development
- Salvation Army of Norristown and Pottstown
- Tri-County Community Network
- Valley Youth House
- VNA Community Services
- Veterans Multi-Service Center

# OLD VS NEW SYSTEM

## The OLD Way: Silos & Side Doors



## The NEW Way: Coordinated & Unified





# UNIFIED HOUSING CRISIS RESPONSE SYSTEM

Outreach & Engagement

Coordinated Entry & Assessment

Emergency Response

Help Finding & Maintaining Permanent Housing

Connect to Services that Provide Stability



YOUR WAY HOME  
MONTGOMERY COUNTY



Your Way Home Operations Manual

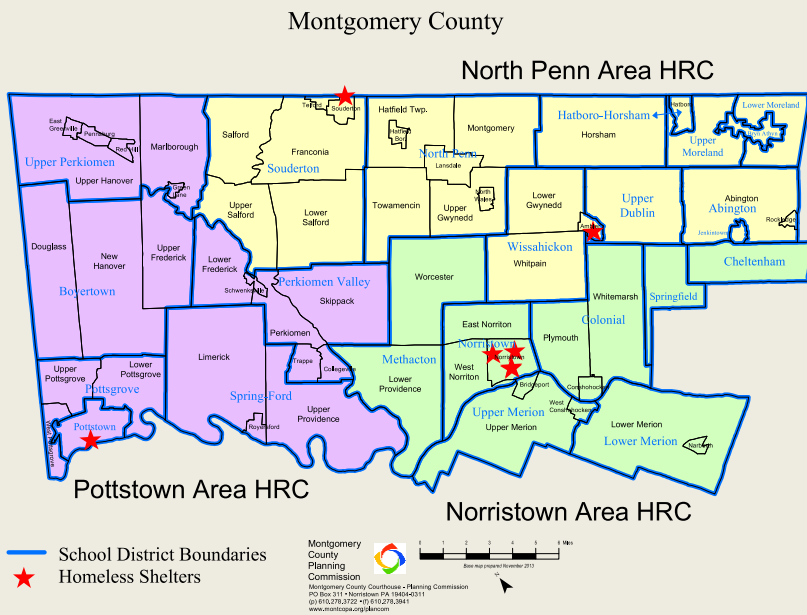
July 2016

# YOUR WAY HOME REGIONAL HOUSING RESOURCE CENTERS

- SPDAT Assessment
- Housing Counseling (diversion)
- Rapid Re-Housing
  - Housing Identification
  - Rent and Move-In Assistance
  - Case Management and Services

## HRC Staffing:

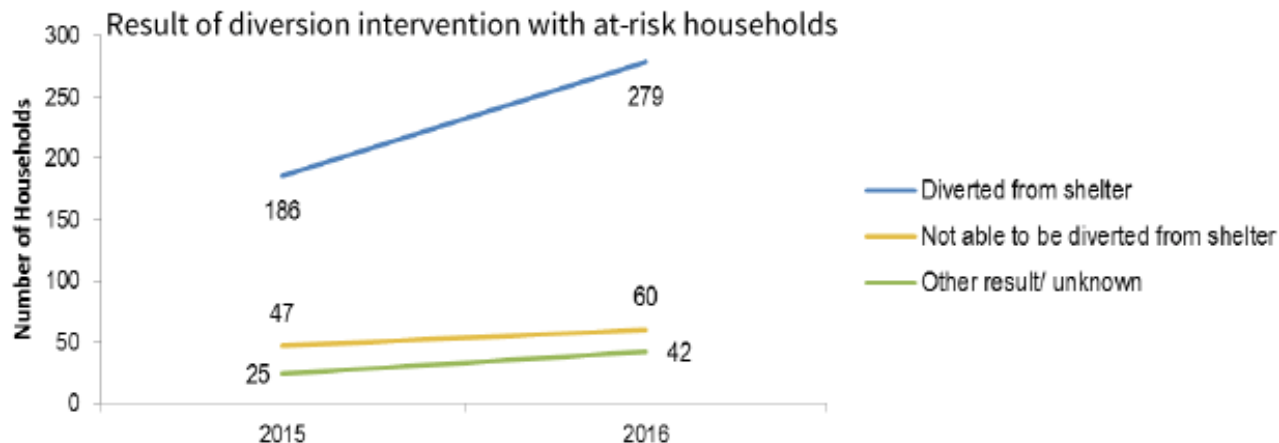
- Supervisors
- Housing Stability Coaches
- Housing Locators



# YOUR WAY HOME IMPACT REPORT

THROUGH JUNE 30, 2016 | ALL DATA FROM MONTGOMERY COUNTY PA HMIS  
UNLESS OTHERWISE NOTED

**RARE:** 279 at-risk households (73%) have been diverted from entering homeless shelters in 2016.



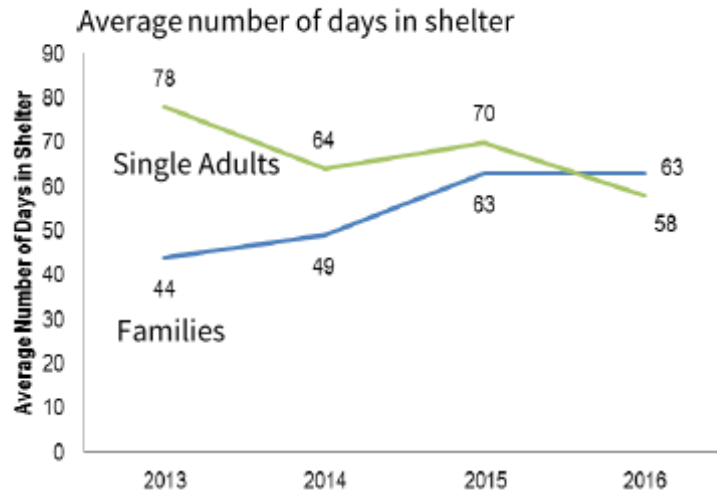
Total number of households that have been provided diversion (Housing Counseling) service: 258 (2015), 351 (2016).

# YOUR WAY HOME IMPACT REPORT

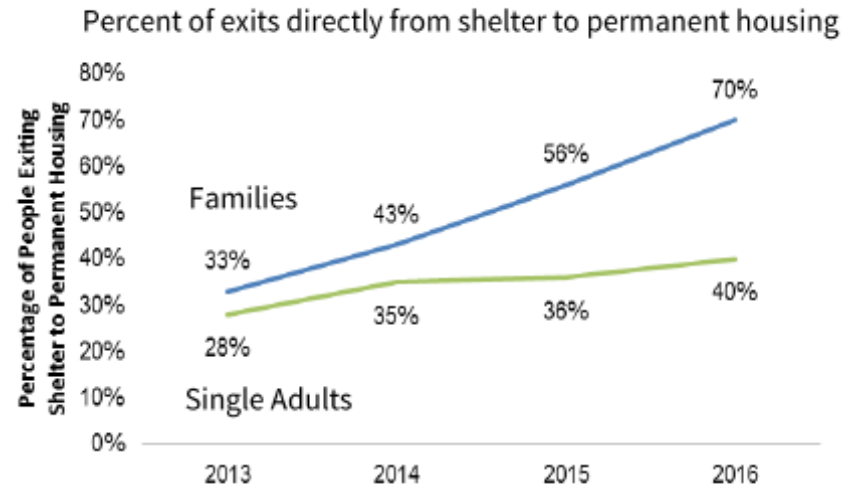
THROUGH JUNE 30, 2016 | ALL DATA FROM MONTGOMERY COUNTY PA HMIS  
UNLESS OTHERWISE NOTED

## BRIEF:

The average length of stay in shelter was 58 days for single adults and 63 days for families in 2016.



The percentage of families exiting directly to permanent housing from shelter increased to 70%; single adults increased to 40% in 2016.

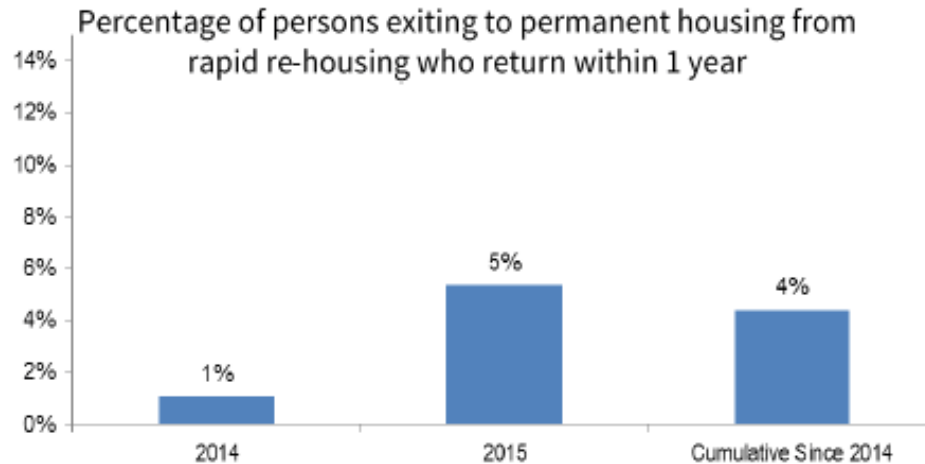


Families N= Number of people in families exiting shelters: 398 (2013), 437 (2014), 376 (2015), 300 (2016). Single Adults N= Number of single adults exiting shelters: 296 (2013), 377 (2014), 335 (2015), 245 (2016).

# YOUR WAY HOME IMPACT REPORT

THROUGH JUNE 30, 2016 | ALL DATA FROM MONTGOMERY COUNTY PA HMIS  
UNLESS OTHERWISE NOTED

## **NON- RECURRING:** 4% of persons exiting to permanent housing have returned to homelessness since 2014.



N= Total persons exiting to permanent housing from Rapid Re-Housing programs: 95 (2014), 299 (2015), 635 (1/1/14-5/31/16).

# YOUR WAY HOME IMPACT REPORT

THROUGH JUNE 30, 2016 | ALL DATA FROM MONTGOMERY COUNTY PA HMIS  
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## HOUSING CRISIS RESPONSE SYSTEM IMPACT

<b>Outputs</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>
Number of callers to Call Center	7,754	8,175	5,347
Number of persons served in emergency shelters	957	898	737
Number of households re-housed by Housing Resource Centers	224	178	155
<b>Outcomes</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>
Adults in Rapid Re-Housing increasing total income	51% (of 385)	60% (of 580)	61% (of 509)
Adults in Rapid Re-Housing increasing earned income	23% (of 371)	28% (of 566)	32% (of 498)
Adults in Rapid Re-Housing connected to public benefits by program exit	81% (of 158)	90% (of 388)	94% (of 233)
All clients exiting to permanent housing from Rapid Re-Housing program	81% (of 217)	72% (of 610)	70% (of 351)

Call Center Data Source: NJ 211 Resource Center. PY2016 is through 5/31/16.

# YOUR WAY HOME IMPACT REPORT

THROUGH JUNE 30, 2016 | ALL DATA FROM MONTGOMERY COUNTY PA HMIS  
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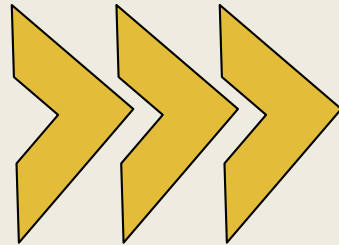
## PUBLIC- PRIVATE PARTNERSHIP IMPACT

<b>YWH Career Counselor (Commerce Department/WIB)*</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>
Number of persons enrolled in Career Counselor Program	-	97	37
Number of persons employed	-	24 (25%)	20 (54%)
Number of persons retaining employment for 6 months	-	9 (38%)	5 (25%)
<b>YWH SSI/SSDI Outreach, Access and Recovery Specialist (VNA Community Services)</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>
Number of persons submitting SOAR application	-	-	5
Average number of business days to application decision	-	-	15
Applications approved for SSI and/or SSDI as of report date	-	-	2 (40%)

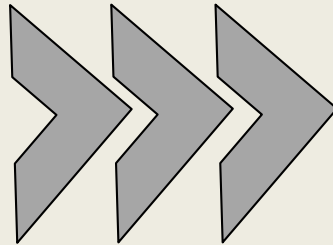
Career Counselor Data Source: Montgomery County Department of Commerce. \*Note that data shown is for calendar year 2015 and January- February 2016. SOAR Specialist Data Source: VNA Community Services; program started January 2016.

# YOUR WAY HOME MONTGOMERY COUNTY

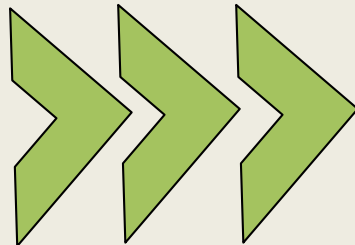
**JOIN THE  
CONVERSATION**



**SUPPORT  
YOUR WAY HOME**



**CONTACT  
YOUR WAY HOME**



- **Twitter**
  - @YWHMontCo
- **Facebook**
  - Your Way Home Montgomery County
- **YouTube**
  - [www.youtube.com/channel/UCNd5eoNzUIA8GJPTDtAvqlg](http://www.youtube.com/channel/UCNd5eoNzUIA8GJPTDtAvqlg)
- **Website**
  - [www.yourwayhome.org](http://www.yourwayhome.org)
- **Make a grant or donation to the Your Way Home Initiative Fund at the Montgomery County Foundation, Inc.**
- **Donate online at [www.yourwayhome.org](http://www.yourwayhome.org)**
- **Kristen Fisher, Community Relations Manager**
  - [kfisher@montcopa.org](mailto:kfisher@montcopa.org)
  - 610-278-3827



# Questions?

A recording of this webinar and presentation slides will be available at  
[www.endhomelessness.org](http://www.endhomelessness.org)

***Sign up for our Rapid Re-Housing Newsletter***  
([www.endhomelessness.org](http://www.endhomelessness.org))

***Upcoming Rapid Re-Housing Events/Webinars:***

- **Sep 27, 2016 1:00 PM (ET): Rapidly Re-Housing Families in Phoenix**