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
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 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

## 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

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Your Way Home Montgomery County
OLD VS NEW SYSTEM

The OLD Way: Silos & Side Doors

1st Come
1st Serve

Housing Ready

Fragmented

The NEW Way: Coordinated & Unified

Coordinated Entry

Housing First

Unified System
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
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
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).
**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.

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

# Your Way Home Impact Report

## Through June 30, 2016 | All Data from Montgomery County PA HMIS

Unless otherwise noted.

## Housing Crisis Response System Impact

<table>
<thead>
<tr>
<th>Outputs</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of callers to Call Center</td>
<td>7,754</td>
<td>8,175</td>
<td>5,347</td>
</tr>
<tr>
<td>Number of persons served in emergency shelters</td>
<td>957</td>
<td>898</td>
<td>737</td>
</tr>
<tr>
<td>Number of households re-housed by Housing Resource Centers</td>
<td>224</td>
<td>178</td>
<td>155</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Outcomes</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adults in Rapid Re-Housing increasing total income</td>
<td>51% (of 385)</td>
<td>60% (of 580)</td>
<td>61% (of 509)</td>
</tr>
<tr>
<td>Adults in Rapid Re-Housing increasing earned income</td>
<td>23% (of 371)</td>
<td>28% (of 566)</td>
<td>32% (of 498)</td>
</tr>
<tr>
<td>Adults in Rapid Re-Housing connected to public benefits by program exit</td>
<td>81% (of 158)</td>
<td>90% (of 388)</td>
<td>94% (of 233)</td>
</tr>
<tr>
<td>All clients exiting to permanent housing from Rapid Re-Housing program</td>
<td>81% (of 217)</td>
<td>72% (of 610)</td>
<td>70% (of 351)</td>
</tr>
</tbody>
</table>

Call Center Data Source: NJ 211 Resource Center. PY2016 is through 5/31/16.
### PUBLIC- PRIVATE PARTNERSHIP IMPACT

<table>
<thead>
<tr>
<th>YWH Career Counselor (Commerce Department/WIB)*</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of persons enrolled in Career Counselor Program</td>
<td>-</td>
<td>97</td>
<td>37</td>
</tr>
<tr>
<td>Number of persons employed</td>
<td>-</td>
<td>24 (25%)</td>
<td>20 (54%)</td>
</tr>
<tr>
<td>Number of persons retaining employment for 6 months</td>
<td>-</td>
<td>9 (38%)</td>
<td>5 (25%)</td>
</tr>
</tbody>
</table>

**YWH SSI/SSDI Outreach, Access and Recovery Specialist (VNA Community Services)**

<table>
<thead>
<tr>
<th>Number of persons submitting SOAR application</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average number of business days to application decision</td>
<td>-</td>
<td>-</td>
<td>15</td>
</tr>
<tr>
<td>Applications approved for SSI and/or SSDI as of report date</td>
<td>-</td>
<td>-</td>
<td>2 (40%)</td>
</tr>
</tbody>
</table>

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/UCNd5eoNzUlA8GJPTDtvq1g](https://www.youtube.com/channel/UCNd5eoNzUlA8GJPTDtvq1g)
- 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@montcoca.org
  - 610-278-3827
Questions?

A recording of this webinar and presentation slides will be available at www.endhomelessness.org
Sign up for our Rapid Re-Housing Newsletter (www.endhomelessness.org)

Upcoming Rapid Re-Housing Events/Webinars:

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