

# Serving Domestic Violence Survivors throughout the Homeless Assistance System

*National Conference on Ending  
Homelessness*  
Monday, July 22, 2013



# Today's Speakers

- Kim Walker, *Nat'l Alliance to End Homelessness*
- Kris Billhardt, *Volunteers of America, Portland, OR*
- Maria Williams, *LifeWire, Bellevue, WA*
- Shakeita Boyd, *DASH, Washington DC*

# Domestic Violence Advisory Group

- Provide guidance on products and tools for communities
- Illuminate important issues concerning survivors in federal legislation
- Provide input on Alliance conference content

# Topics Covered in Today's Session

- Dynamics of Domestic Violence
- Coordinated Assessment and Intake
- Housing and Survivors
- Voluntary Services and Survivors
- System Considerations
- Interactive Work Time

# What is Coordinated Assessment?

- Coordinated system of assessment, referrals, data collection, and intake for people experiencing homelessness or at risk of homelessness
- Access, Assessment, Assignment

# OK, but what is it really?

- Increased collaboration, connectivity, and efficiency
- Creating a more client-focused, inclusive system
- Fewer program-driven and more system-driven decisions
- More centralized targeting and prioritization

aka, System Change!

# Assessment and Survivors: Where HUD is

- Sought feedback on how survivors might best be assessed or served through a coordinated assessment process
- Considering an exemption for DV providers for participating in the community centralized assessment process
- If exempted, DV providers will still need to participate in their own coordinated process

# Assessment and Survivors: Action Steps

## Develop a policy

- Have a private location to assess survivors
- Specific survivor track for assessment
- Location of providers in centralized assessment teams

Telephone based for all?

Decentralized process  
(multiple sites)?

Completely separate door for  
DV survivors?

# Things to Keep in Mind

- Are the chosen assessment locations safe for survivors to access?
- How many DV providers are there in the community?
- Are the right data protocols in place at these locations?
- Are staff trained on the proper issues around serving and identifying survivors?

## Regardless of the model...

- Start planning and coordinating with domestic violence provider agencies
- Start thinking about ways to make current process more survivor-friendly

# Final System Notes

# Governance

- Include domestic violence providers and survivors on your CoC Board
- Consider the needs of survivors when developing eligibility and prioritization standards
- Include domestic violence providers on your coordinated assessment planning committee
- Be informed about federal law around serving and funding services for survivors (and other subpopulations)

# Cross Training

- Set aside time for brown bags, official trainings, or peer-to-peer mentoring
- Identify what staff need to be trained on based on feedback from staff and people experiencing homelessness/survivors

# Interactive Working Time



## **Serving Domestic Violence Survivors throughout the Homeless Assistance System**

### **Coordinated Intake and Assessment of Survivor Needs**

How is domestic violence and/or survivorship acknowledged or addressed in the housing assessment process at your agency?

How accessible are your agency's services to survivors? How could survivors view your agency as a safe place?

Is your program worried about abuser sabotage – Does your program view an abusive partner as a potential threat to other residents or staff?

Are assessment locations safe and private?

Is there mobility to meet someone where they are?

Are DV providers in your community working with homeless assistance providers to connect survivors with stable and safe housing?



## **Serving Domestic Violence Survivors throughout the Homeless Assistance System**

### **Voluntary Services**

In what ways have you begun to implement a voluntary services approach in your programs?

What benefits do you see (or have you experienced) to using a more participant-driven model of service provision?

What are some of the challenges you face to more fully adopting that approach?

Can anyone share an example of overcoming some of these challenges and how you did it?

Are there practices you have changed and put into use when working with someone when domestic violence is a factor in their homelessness and/or need for your services?

What is one step you can take when you get home to help your program move closer to using this service delivery model?

What “nugget” of thought or wisdom do we want to share with the larger group?



## **Serving Domestic Violence Survivors throughout the Homeless Assistance System**

### **Housing**

How are domestic violence survivors' accessing housing/rapid re-housing programs (rental subsidy programs) in your area? If DV survivors are approached differently than other people in need of housing, what's different about the process?

What are the creative strategies that your agency uses to engage landlords, management companies or realtors to support the mission of your organization? How well do you understand the role of your organization in a landlord partnership?

Is your housing program equipped with rules that are geared to ensure that abusers are not in contact with the survivor in your program?

Is there a Coalition, task force or forum where service providers meet to address systemic barriers when supporting DV survivors?

