National Alliance to End Homelessness

Transforming Homeless Services in West Virginia
May 10, 2016

Agenda

- Brief Overview of Rapid Re-Housing
- Zach Brown, Executive Director, West Virginia Coalition to End Homelessness
- Q&A

Core Components of Rapid Re-Housing

Housing Identification

Rent and Move-In Assistance (Financial)

Rapid Re-housing Case Management and Services

THE WV BALANCE OF STATE CONTINUUM OF CARE

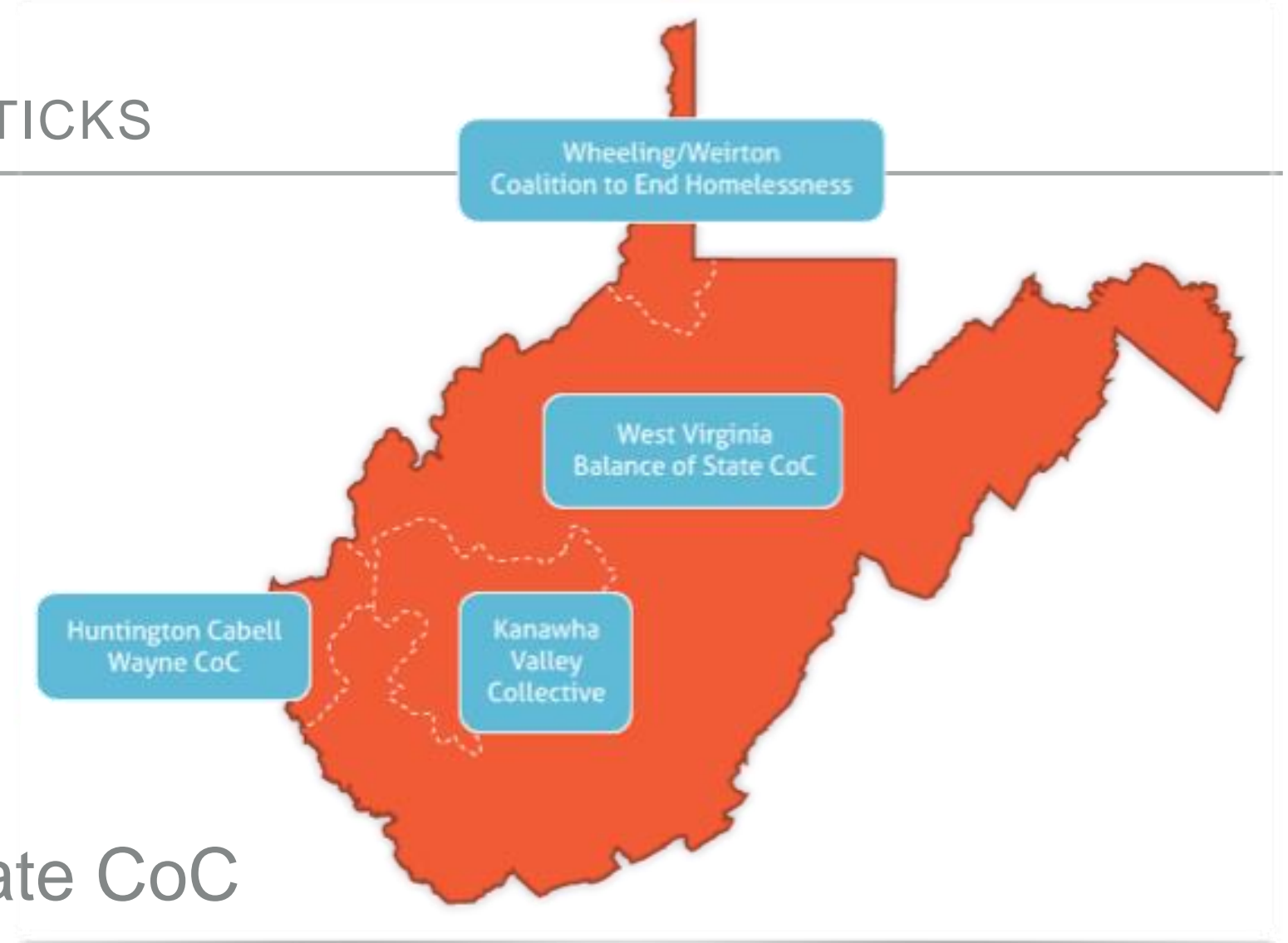# OUTREACH AND RAPID RE-HOUSING IN THE STICKS

WHAT WE HAVE TO FIGURE OUT

▶ How do we find people in a rural context?

▶ How do we place them into housing quickly, with vast space and uneven resources?

▶ Where does coordinated entry fit in a large, rural area?

▶ How do you keep people housed in a rural setting?

▶ How can we reply on uneven quality in housing authorities, mental health, substance use treatment?

THINGS WE ENCOUNTER

▶ We travel long distances.

▶ We lack resources.

▶ We deal with lazy support agencies.

▶ We have snow (well, some of us).

▶ We have woods.

▶ We deal with cultural perception stuff (from our community, neighbors, family, etc.)

▶ We deal with myths (tiny houses, backpacks, soap and socks, Transitional Housing really works, etc.)

WHO WE ARE

▸ State Coalition

▸ Balance of State CoC

▸ HMIS for Balance of State CoC

▸ SOAR State Lead

▸ ESG Rapid Re-housing and PATH Street Outreach in 22 counties

▸ Believers in Being Cool, Housing First, Failing, and Improving

Wheeling/Weirton Coalition to End Homelessness

West Virginia Balance of State CoC

Huntington Cabell Wayne CoC

Kanawha Valley Collective

WHAT WE BELIEVE

▸ Homelessness is incredibly costly and housing is much less so.

▸ Anyone can be housed.

▸ Limited resources must be focused on those who require it the most.

▸ Homelessness is not a punishment and housing is not a reward.

▸ The only solution to homelessness is housing.

WHAT WE USE

▶ VI-SPDAT Triages at Intake

▶ Housing Prioritization List based on VI-SPDAT Scores

▶ Full SPDATs for Case Management

▶ HMIS as the backbone of it all

▶ Continual training and guidance on listiness

▶ Tying prioritization to funding

WHAT WE USE IN OUR DIRECT SERVICE

▶ VI-SPDATs for everyone at entry (feeds to list).

▶ Housing-driven outreach.

▶ Progressive engagement in RRH.

▶ Housing first in RRH.

▶ Full SPDATs for all case management.

▶ Thought and care in geographic coverage.

▶ Work around "broken systems".

▶ Try, Fail, Reassess, Refine.

AT THE CROSSROADS OF GOOD OUTREACH/RRH AND SYSTEM IMPROVEMENT

▶ Congrats. You just proved housing first works.

▶ Congrats. You just proved prioritization by acuity works.

▶ Congrats. Your PIT just improved.

▶ Congrats. You just found more organizations to be involved with the CoC, HMIS, etc.

▶ Congrats. You just reduced homelessness (in part) by 70% in your CoC.

▶ Congrats. You actually know what's going on in about ¾ of your communities.

VI-SPDAT

▸ The tool we use to determine acuity based on:

  ▸ History of Housing and Homelessness, Risks, Socialization and Daily Functions and Wellness

▸ Helps identify the best type of support and housing intervention:

  ▸ Permanent Supportive Housing

  ▸ Rapid Re-Housing

  ▸ Diversion (no homeless services)

▸ Three separate tools:

  ▸ Individual

  ▸ Family

  ▸ Youth

HOUSING INTERVENTIONS

▶ **In the places with a prioritization process, we are feeding the list as outreach and being the RRH provider.**

▶ **In the really, really rural areas we are prioritizing our own clients and housing people.**

▶ **Sometimes, we go outside the stated process when people will not house high-acuity people. (PSH won't take someone, SSVF won't take someone, etc.)**

▶ **We generally target high-acuity people and have rapidly re-housed many chronically homeless people (collective gasp!).**

EVOLUTION OF THE LIST – VERSION 1

Housing Prioritization List Based on VI-SPDAT Score
Client Score and Entry/Exit Detail

# of Client Surveyed	73
Average Prescreen Score	7.55
# Permanently Housed to Date	32
# Clients w/ Multiple Scores	4

Housing Intervention	Surveys Completed
PSH / Housing First Assessment	18
RRH Assessment	45
No Housing or Support Assessment	10

ID #	Client Name	CH	CH (calc)	Veteran?	Income	VI-SPDAT Date	Score	VI-SPDAT Interviewer's Name	Perm. Housed On:
31003		Y	?	No	900	6/4/14	14	Amy Truesdale	12/9/13
48297		Null	?	Yes	1,714.34	10/2/14	14	Luther Crouthamel	10/27/14
5168		Y	?	No	720	4/21/14	13	Amy Truesdale	3/19/14
35727		Y	N	No	0	3/11/14	13	Amy Truesdale	3/13/14
48703		Y	?	No	Null	10/15/14	13	Luther Crouthamel	Not Yet!!
5168		Y	?	No	720	3/19/14	12	Amy Truesdale	3/19/14
19910		Y	?	No	0	4/8/14	12	Amy Truesdale	10/10/13
35770		Y	?	No	779	3/7/14	12	Amy Truesdale	3/7/14
36965		Y	Y	No	0	4/3/14	12	Amy Truesdale	4/4/14
39170		Null	?	No	1,024	5/7/14	12	Amy Truesdale	Not Yet!!
40086		Y	?	No	Null	5/30/14	12	Amy Truesdale	5/6/14

UPDATED VERSION 2

Housing Prioritization List Based on VI-SPDAT Score
Client Score and By Name List Detail

# of Client Surveyed	55
Average Prescreen Score	6.53
# Clients w/ Multiple Scores	1

Housing Intervention	Surveys Completed
PSH / Housing First Assessment	21
RRH Assessment	27
No Housing or Support Assessment	7

# Inactive Clients(> 1 year since last VI-SPDAT)	31
Inactive Clients and No PH	1

ID #	Client Name	County	CH	Vet?	Income	VI-SPDAT Date	Adj. Score	VI-SPDAT Agency	Old VISPDAT Agency	# of PH Interac-tions	In PH?	Date of Move in:
48703		13 - Greenbrier	Null	No	Null	10/15/14	13		Greenbrier Housing Authority	0	Null	Null
39170		13 - Greenbrier	Null	No	1,024	5/7/14	12		The Greenbrier Housing Authority	0	Null	Null
46561		13 - Greenbrier	Null	No	753	10/5/15	12		RCCAA	0	Null	Null
64624		13 - Greenbrier	Yes	No	Null	12/9/15	11	Services		1	No	Null
47581		13 - Greenbrier	Yes	No	745	9/16/14	10		Greenbrier Housing Authority	0	Null	Null
49403		13 - Greenbrier	Null	No	Null	10/30/14	9		Greenbrier Housing Authority	0	Null	Null
62675		13 - Greenbrier	Null	No	Null	10/13/15	9		Hope Haven Inc.	0	No	Null
62686		13 - Greenbrier	Null	No	0	10/14/15	9		RCCAA	0	Null	Null
23007		13 - Greenbrier	Null	No	Null	9/9/14	8		Greenbrier Housing Authority	0	Null	Null
26329		13 - Greenbrier	Null	No	730	9/3/14	8		Greenbrier Housing Authority	0	Null	Null
46699		13 - Greenbrier	Null	No	721	8/29/14	8		Greenbrier Housing Authority	0	Null	Null
46707		13 - Greenbrier	Null	No	Null	9/2/14	8		Greenbrier Housing Authority	0	Null	Null
47263		13 - Greenbrier	Null	No	Null	9/9/14	8		Greenbrier Housing Authority	0	Null	Null
47584		13 - Greenbrier	Null	No	Null	9/16/14	8		Greenbrier Housing Authority	0	Null	Null
48895		13 - Greenbrier	Yes	No	Null	10/20/14	8		Greenbrier Homeless Authority	0	Null	Null
49821		13 - Greenbrier	Null	No	Null	11/10/14	8		Greenbrer County Housing Authority	0	Null	Null
60692		13 - Greenbrier	Yes	Yes	Null	8/20/15	8			0	No	Null
61092		13 - Greenbrier	Null	No	Null	9/1/15	8			0	Null	Null

UPDATED VERSION 3

Housing Prioritization List Based on VI-SPDAT Score
Client Score and By Name List Detail

# of Client Surveyed	12
Average Prescreen Score for Individuals	7.92
Average Prescreen Score for Families	

Housing Interventions for Individuals	Surveys Completed
PSH / Housing First Assessment	6
RRH Assessment	5
No Housing or Support Assessment	1

Housing Intervention for Families	Surveys Completed
PSH / Housing First Assessment	2
RRH Assessment	1
No Housing or Support Assessment	0

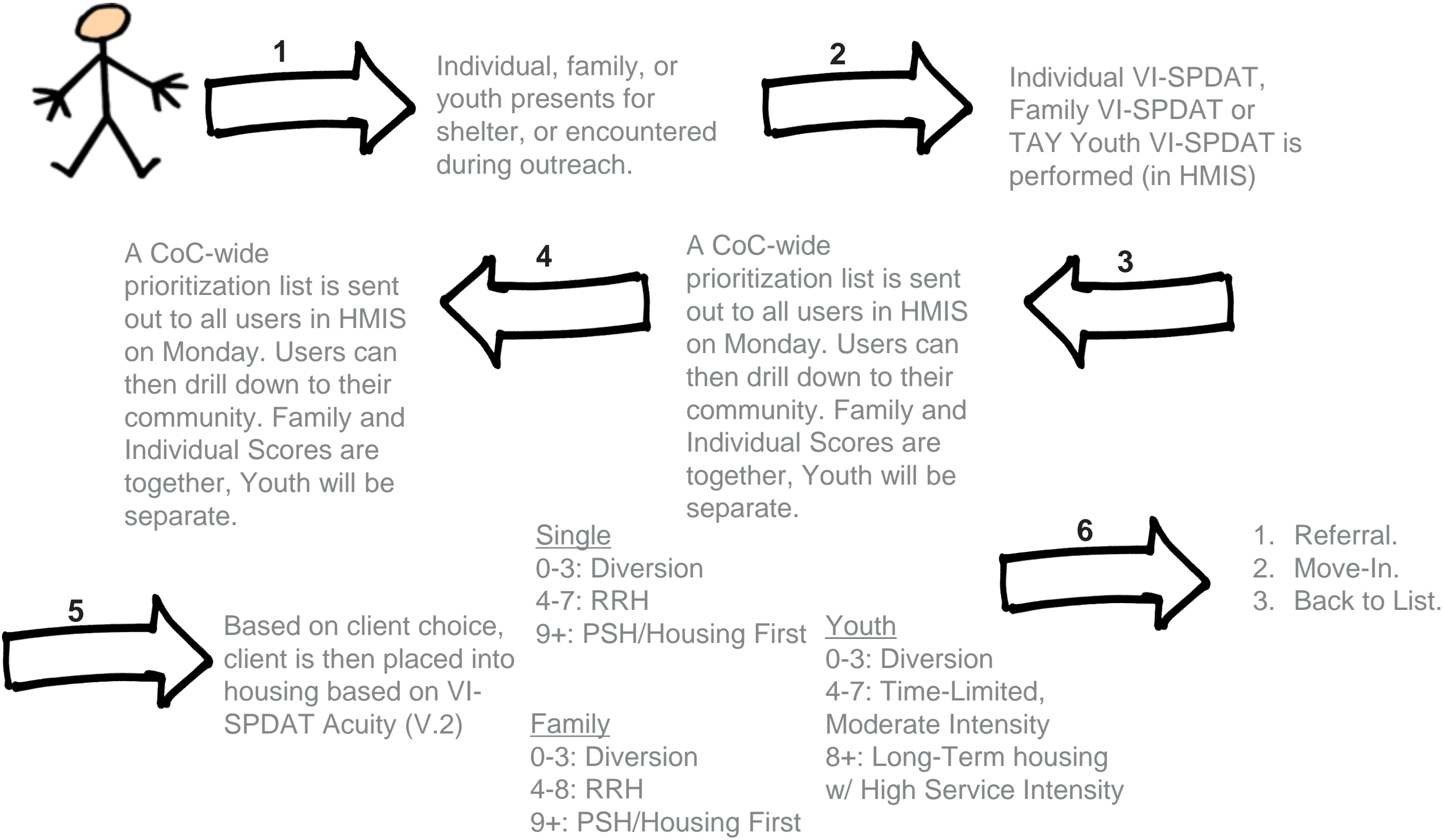| ID #	Client Name	County	CH	Vet?	Income	VI-SPDAT Date	Adj. Score	VI-FSPDAT Date	Family Score	VI-SPDAT Agency	# of PH Interactions	In PH?	Date of Move in:
66269		01 - Barbour	No	No	733	1/20/16	12			Other	1	No	Null
68514		11 - Gilmer	No	No	Null	4/4/16	12				0	No	Null
68521		11 - Gilmer	No	Yes	Null	4/4/16	12				0	No	Null
64696		01 - Barbour	Yes	Null	733	12/8/15	10			WVCEH	1	No	Null
68513		11 - Gilmer	Yes	No	500	4/4/16	10			WVCEH	0	No	Null
66276		01 - Barbour	No	No	733	1/20/16	8			Other	1	No	Null
59582		11 - Gilmer	No	Yes	Null	7/19/15	7				0	Null	Null
68516		11 - Gilmer	No	Yes	Null	4/4/16	6				0	No	Null
53163		01 - Barbour	No	No	0	11/9/15	5			NCWVCAA	1	No	Null
68520		11 - Gilmer	No	No	Null	4/4/16	5				0	No	Null
68522		11 - Gilmer	No	Yes	Null	4/4/16	5				0	No	Null
68515		11 - Gilmer	No	No	Null	4/4/16	3				0	No	Null
68519		11 - Gilmer	No	No	Null			4/4/16	19	WVCEH	0	No	Null
68517		11 - Gilmer	No	Yes	Null			4/4/16	12		0	No	Null
68518		11 - Gilmer	No	No	0			4/4/16	7	WVCEH	0	No	Null

LATEST VERSION

Housing Prioritization List Based on VI-SPDAT Score
Client Score and By Name List Detail

# of Client Surveyed	1,949
Average Prescreen Score for Individuals	7.06
Average Prescreen Score for Families	9.18

Housing Interventions for Individuals	Surveys Completed
PSH / Housing First Assessment	847
RRH Assessment	835
No Housing or Support Assessment	267

Housing Intervention for Families	Surveys Completed
PSH / Housing First Assessment	25
RRH Assessment	9
No Housing or Support Assessment	5

ID #	Client Name	County	Income	Vet?	CH	LOH in Days	VI Date	VI Score	VI Type	VI-SPDAT Agency	# of PH Interactions	In PH?
20483		17 - Harrison	0	No	Yes	43	04/11/16	17	Family	CHRHA	2	No
46827		02 - Berkeley	0	No	Yes	1,907	01/29/15	15	v1	Telamon	0	No
60134		02 - Berkeley	782	No	Yes	629	08/07/15	15	v1	Telamon	0	No
60210		02 - Berkeley	0	No	Yes	261	08/10/15	15	v1	Telamon	0	No
53915		12 - Grant	0	No	Yes	868	02/11/15	15	v1	Telamon	0	No
20527		17 - Harrison	0	No	No	142	12/08/15	15	v1	CHRHA	2	No
59560		17 - Harrison	0	No	Yes	Null	07/14/15	15	v1	CHRHA	1	No
54324		33 - Morgan	0	No	Yes	Null	02/19/15	15	v1	Null	0	Null
22330		41 - Raleigh	781	No	No	Null	01/28/16	15	v1	Null	0	No
7184		17 - Harrison	683	No	Yes	301	03/22/16	15	v2	CHRHA	1	No
56625		25 - Marion	0	No	No	111	02/02/16	15	v2	Bartlett House, Inc	0	No
68863		02 - Berkeley	162	No	No	86	04/15/16	15	Family	Telamon	0	No
64783		10 - Fayette	733	No	No	Null	04/22/16	15	Family	Null	0	No
20745		17 - Harrison	Null	No	Yes	Null	04/01/16	15	Family	CHRHA	0	No
4711		02 - Berkeley	162	No	No	209	10/13/15	14	v1	Telamon	2	No
51353		02 - Berkeley	0	No	Yes	1,064	12/17/14	14	v1	Telamon	0	No
53709		02 - Berkeley	0	Yes	No	1,542	02/06/15	14	v1	Telamon	0	No
62408		02 - Berkeley	0	No	Yes	235	10/06/15	14	v1	Telamon	0	No
64227		02 - Berkeley	0	Yes	No	209	11/25/15	14	v1	Telamon	0	No
60923		10 - Fayette	1,308	Yes	Yes	1,155	08/27/15	14	v1	Null	0	No
63136		14 - Hampshire	0	No	Yes	699	10/27/15	14	v1	Telamon	1	No
23763		17 - Harrison	0	No	No	Null	11/19/15	14	v1	CHRHA	1	No

THE PROCESS

1 Individual, family, or youth presents for shelter, or encountered during outreach.

2 Individual VI-SPDAT, Family VI-SPDAT or TAY Youth VI-SPDAT is performed (in HMIS)

4 A CoC-wide prioritization list is sent out to all users in HMIS on Monday. Users can then drill down to their community. Family and Individual Scores are together, Youth will be separate.

A CoC-wide prioritization list is sent out to all users in HMIS on Monday. Users can then drill down to their community. Family and Individual Scores are together, Youth will be separate. **3**

5 Based on client choice, client is then placed into housing based on VI-SPDAT Acuity (V.2)

Single
0-3: Diversion
4-7: RRH
9+: PSH/Housing First

Family
0-3: Diversion
4-8: RRH
9+: PSH/Housing First

Youth
0-3: Diversion
4-7: Time-Limited, Moderate Intensity
8+: Long-Term housing w/ High Service Intensity

6
1. Referral.
2. Move-In.
3. Back to List.
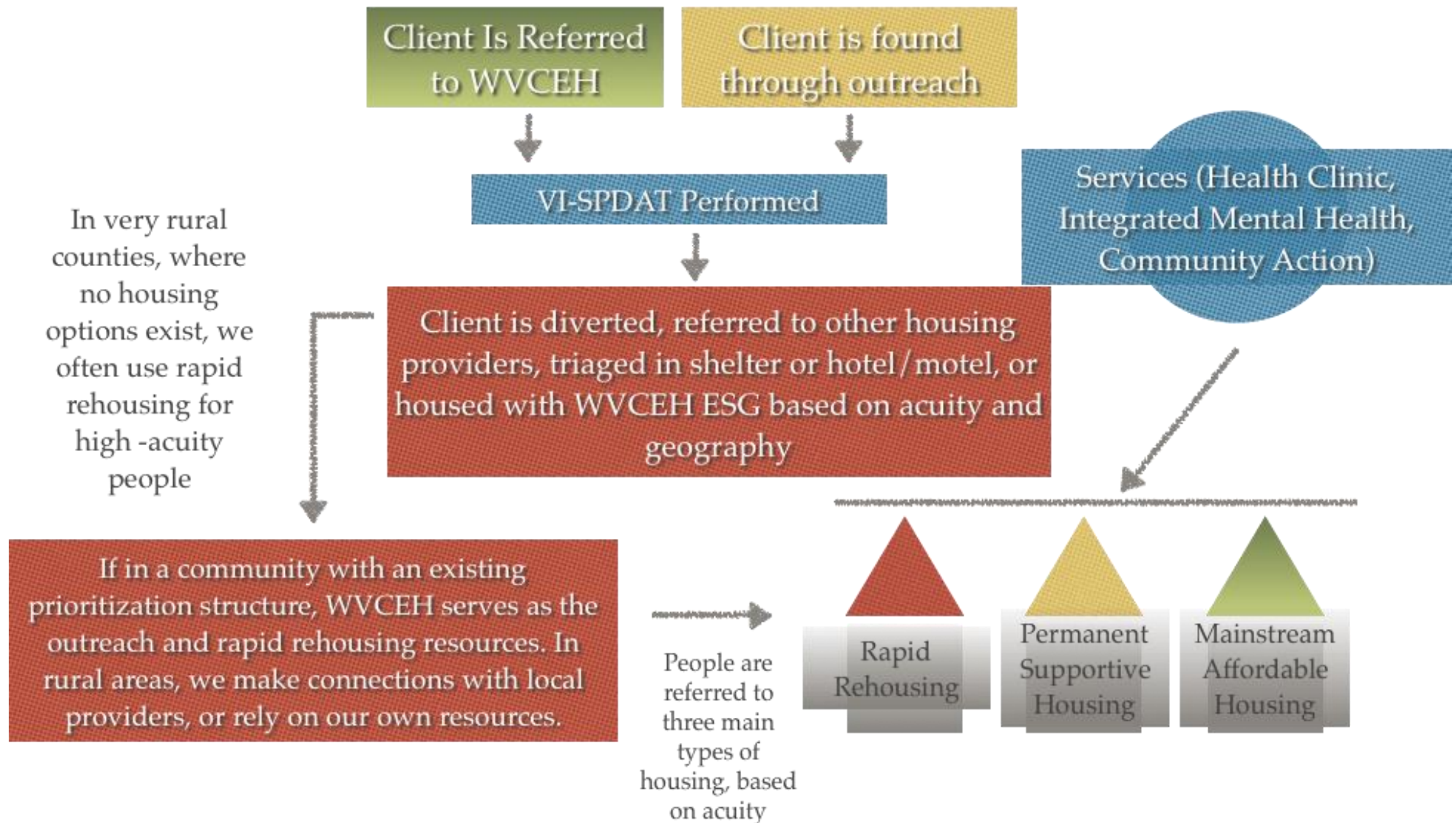
WHY DID WE DO RAPID RE-HOUSING

▶ People were dying.

▶ A lot more mid-acuity (think Rapid Re-housing folks) than first anticipated.

▶ A lot of programs wouldn't take high-need people.

▶ Needed flexibility.

▶ Ready to go mobile.

▶ Swim through the urbanesque and rural landscape like fishes through water.

THE PROCESS (VISUALLY)

Client Is Referred to WVCEH

Client is found through outreach

VI-SPDAT Performed

Services (Health Clinic, Integrated Mental Health, Community Action)

In very rural counties, where no housing options exist, we often use rapid rehousing for high-acuity people

Client is diverted, referred to other housing providers, triaged in shelter or hotel/motel, or housed with WVCEH ESG based on acuity and geography

If in a community with an existing prioritization structure, WVCEH serves as the outreach and rapid rehousing resources. In rural areas, we make connections with local providers, or rely on our own resources.

People are referred to three main types of housing, based on acuity

Rapid Rehousing

Permanent Supportive Housing

Mainstream Affordable Housing

RAPID RE-HOUSING

▶ Is a way to quickly house people from street or shelter.

▶ Takes many forms: ESG, CoC, SSVF, State Funds.

▶ Rural or Urban, provides a flexible housing subsidy.

▶ Putting people right into an apartment.

▶ Moderate to Intensive Case Management.

"PREPARE THE GROUND"

▶ Had to scope out where we would go and investigate.

▶ Started with populated places first.

▶ In rural areas, made connections: cops, mental health, non-profits, post offices, businesses.

▶ Became "known".

▶ Introduced ourselves to landlords.

WHAT WE'VE ENCOUNTERED WITH OUTREACH AND RRH

▶ Lots of people with mental illness.

▶ More chronic people than we expected.

▶ Get ready to re-house.

▶ People in places we didn't think there were people.

▶ We need more RRH money.

▶ We need more money for outreach.

▶ Outreach has been wildly informative to us as a CoC.

PRO-TIPS: MANAGING THE PROCESS

▶ Hire appropriately.

▶ Not an entry level job.

▶ The team is key, not you.

▶ Fully explain the "why" and expectations.

▶ Provide much training and background.
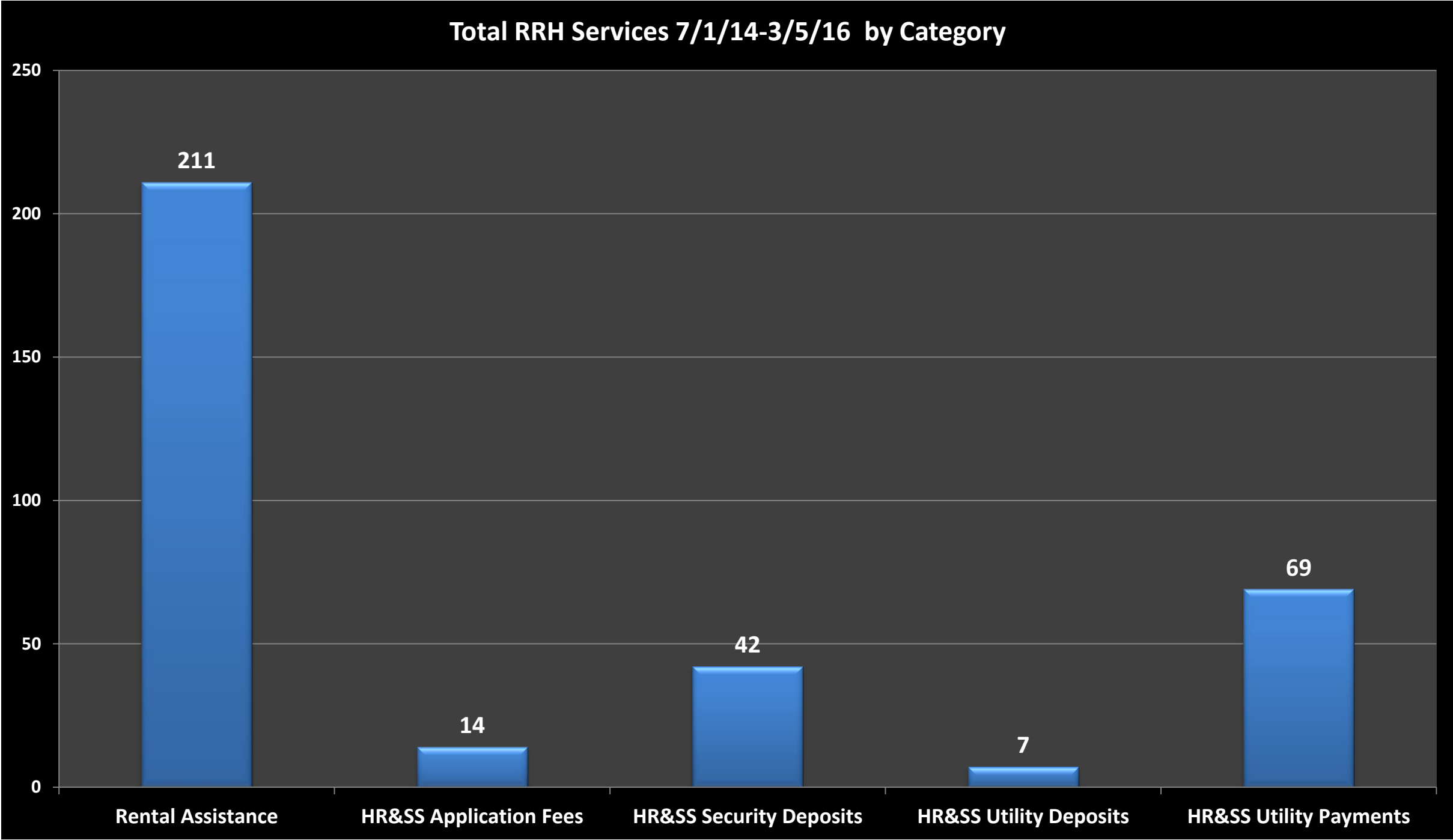
▶ Decentralized not micromanaged.

▶ Adjust as needed.

THE GOODS

▶ Between 7/1/14 and 3/21/16, ESG and PATH outreach have contacted 250 people.

▶ Average cost per PATH client for us to Rapidly Re-house is $1,624 per person. Last year we housed 12 of our PATH clients.

▶ Since inception, we've rapidly re-housed about 25% of our PATH clients (71 RRH clients out of 279 PATH clients).
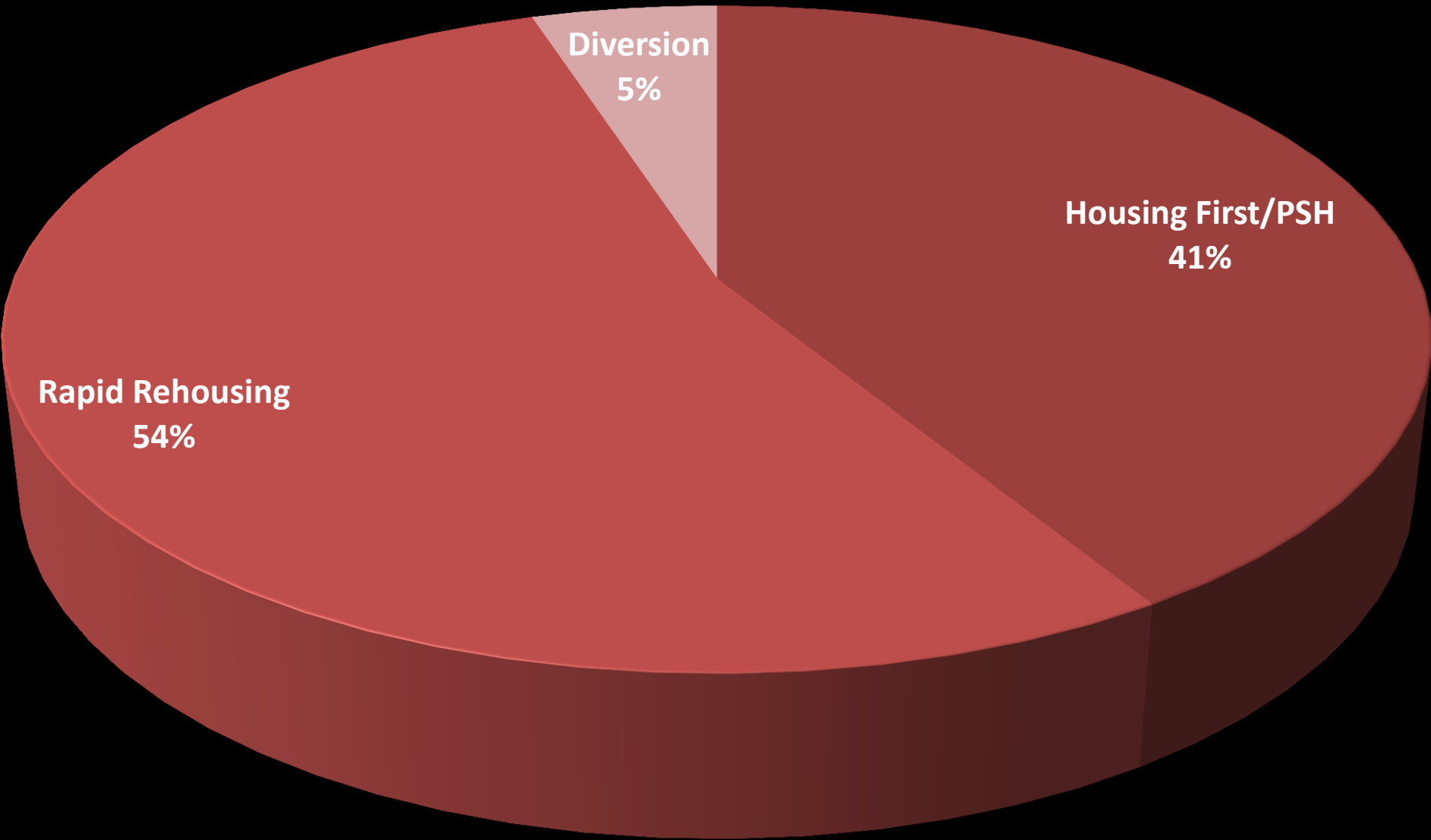
THE GOODS

Percent of Overall Expenses by Category
7/1/14-3/5/16

- Rental Assistance
- HR&SS Application Fees
- HR&SS Security Deposits
- HR&SS Utility Deposits
- HR&SS Utility Payments

THE GOODS

Total RRH Services 7/1/14-3/5/16 by Category
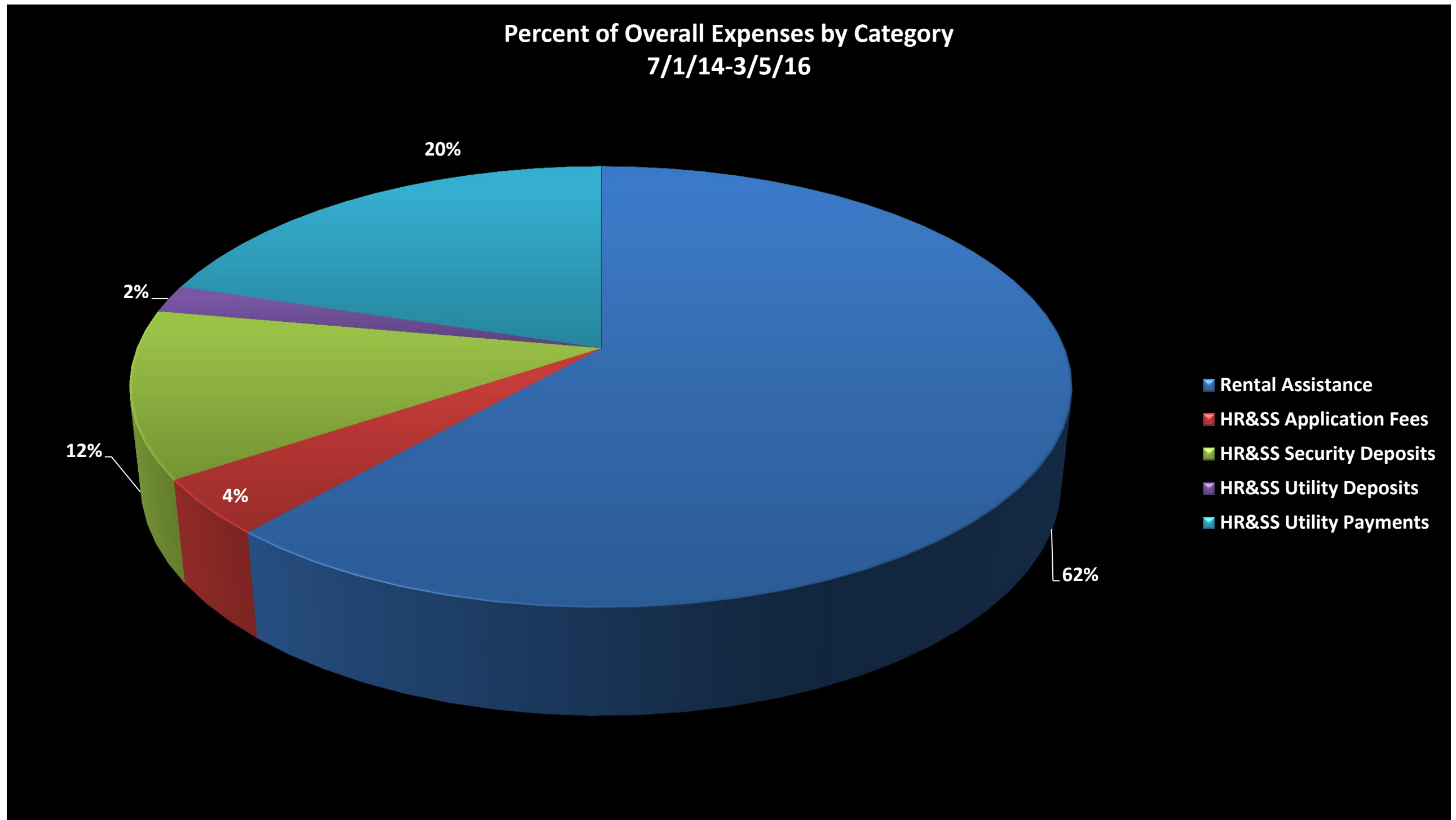
THE GOODS

WVCEH RRH Clients Served by Acuity

THE GOODS

	2014	**2015**
Avg. time between intake & start of service delivery.	13 Days	4 days
Avg. time from intake to PH placement.	15 days	7 days
Avg. length of stay in the program.	182 days	187 days

LOOKING TOWARD THE FUTURE

▶ Projecting rental assistance (HMIS)

▶ Expanding to new counties.

▶ Holding organizations responsible.

▶ Simplify, Simplify, Simplify.

▶ Staying on the move.

▶ Working around the problems.

QUESTIONS?

Zach Brown

Executive Director

zachbrown@wvceh.org

Advocates to Prevent and End Homelessness

WV Coalition to End Homelessness, Inc.

929 West Main Street

Bridgeport, WV 26330

304-842-9522 (office)

WVCEH

@wvceh

wvceh.org

Sign up for our Rapid Re-Housing Newsletter
(www.endhomelessness.org)

Upcoming Rapid Re-Housing Events/Webinars:

- **June 14, 1 pm (ET): Rapid Re-Housing: Lessons from Dayton, Ohio**