

# Targeting New Resources for Maximum Impact on Ending Homelessness

June 1, 2022

# WELCOME & HOUSEKEEPING

Kristi Schulenberg  
Director, Center for Capacity Building



# Housekeeping Notes



All attendees are muted, please use the **Chat Box**

- Share information and ideas
- Dialogue with your colleagues



Please use the **Q&A Feature** to submit Questions



Webinar is recorded. Slides will be available.



[Home](#) / [Resources Overview](#) / [The SYSTEM Series](#)

# The SYSTEM Series

May 10, 2022 | Toolkits and Training Materials

**REGISTER FOR JUNE 1 WEBINAR: TARGETING NEW RESOURCES FOR MAXIMUM IMPACT ON ENDING HOMELESSNESS**

**REGISTER FOR JUNE 16 WEBINAR: CENTERING RACIAL EQUITY IN THE WORK TO END HOMELESSNESS: ALIGNING VISION WITH PRACTICE AT THE SYSTEMS LEVEL**

The **SYSTEM (Strengthening Your System to Energize Momentum) Series** is designed to help communities more effectively end homelessness by providing tools to help communities:

- Identify areas where they can make the most meaningful improvements to their systems;
- Continuously execute on those improvements for the greatest impact, and

# SYSTEM Series: Why?

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- Communities facing ongoing housing crises coupled with the pandemic.
- Trying to help people in crisis navigate a challenging housing market while working to improve homeless outcomes.
- Desire to strengthen your homeless response system.
- Want to understand what makes your response system effective, efficient, and equitable.
- Want to identify your community strengths and gaps and how to best utilize scarce resources.

# Today's Speakers

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- Nan Roman, CEO, National Alliance to End Homelessness
- Danielle Bastarache, Deputy Assistant Secretary for Public Housing & Voucher Programs, U.S. Department of Housing & Urban Development
- Chad Ruppel, Director of Housing Voucher Support Division, U.S. Department of Housing & Urban Development
- Joli Robinson, CEO, Metro Dallas Homeless Alliance
- Brooke Etie, Vice President of Voucher Programs, Dallas Housing Authority
- Vickie Mallette, Executive Director, Miami-Dade County Homeless Trust

# INTRODUCTION & FRAMING OF TODAY'S TOPIC

Nan Roman, CEO, National Alliance to End Homelessness



# AVAILABLE RESOURCES & THEIR IMPORTANCE

Danielle Bastarache, Deputy Assistant Secretary for Public Housing & Voucher Programs, U.S. Department of Housing & Urban Development

Chad Ruppel, Director of Housing Voucher Support Division, U.S. Department of Housing & Urban Development





# PARTNERSHIPS: METRO DALLAS HOMELESS ALLIANCE & DALLAS HOUSING AUTHORITY

Joli Robinson, CEO, Metro Dallas Homeless Alliance

Brooke Eite, Vice President of Voucher Programs, Dallas Housing Authority





# Targeting New Resources for Maximum Impact on Ending Homelessness

*June 1, 2022*

Joli Angel Robinson, Chief Executive Officer  
Metro Dallas Homeless Alliance  
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Brooke Etie, Vice President Voucher Program  
Dallas Housing Authority  
[Brooke.Etie@dhantx.com](mailto:Brooke.Etie@dhantx.com)

# Homeless Collaborative Goals

## *Achieving Measurable Results in Five Years*

### GOALS

Effectively End Veteran  
Homelessness

Significantly Reduce Chronic  
Unsheltered Homelessness

Significantly Reduce Family &  
Youth Homelessness

### Transformation

Coordinated  
Governance  
Structure

Performance  
Management and  
Coordination

Rehousing System  
Enhancements

Strategic Housing  
Initiatives to Expand  
Housing Capacity

### Current Major Initiatives

Dallas R.E.A.L Time Rapid Rehousing  
Encampment Decommissioning  
Ending Veterans Homelessness Initiatives

# Coordinated Investment for BIG Collective Impact w/ American Rescue Plan Dollars

American Rescue Plan Funding: HOME, Treasury, & Emergency Housing Vouchers

## Dallas R.E.A.L Time Rapid Rehousing Initiative \$70M Public/Private Partnership

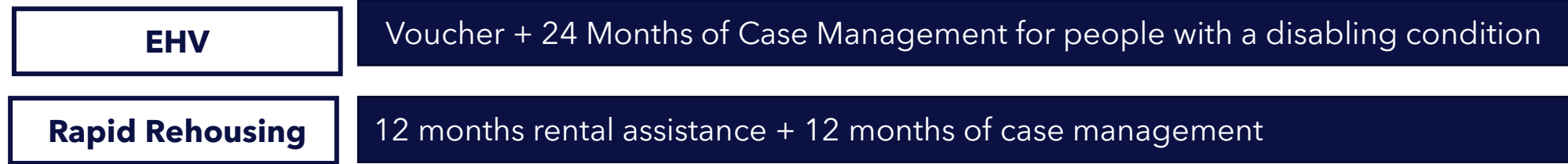


**Goal - Rehouse 2,700+ Households over 2 years**  
(2,500 unsheltered and singles + 200 survivors of domestic violence and homeless families)

# How are Funds Being Utilized?



## INTERVENTIONS



# Strategies to Accelerate Housing Placements

Housing  
Location Team

Landlord  
Incentive  
Program

Systemwide  
Housing  
Navigation

Flex Fund

Third Party Rent  
Administrator  
(DHA)

# Encampment Decommissioning

## *Creating pathways to housing for people living unsheltered*

### Planning

#### Encampment Assessment

- Engage Residents
- Document Collection

#### Identify Housing

- Engage Landlords
- Secure/Inspect Units

### Housing

#### Housing Surge

- Program Enrollments
- Unit Applications
- Move-Ins

### Enforcement

#### Site Clearing Enforcement

- Outreach Daily Drive Throughs
- Law Enforcement Patrols



# Encampment Decommissioning

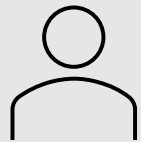
*Bringing together partners with a common mission to end homelessness and resolve public health risks with a focus on rehousing.*

## Key Results



**Seven**

Encampments Closed



**103**

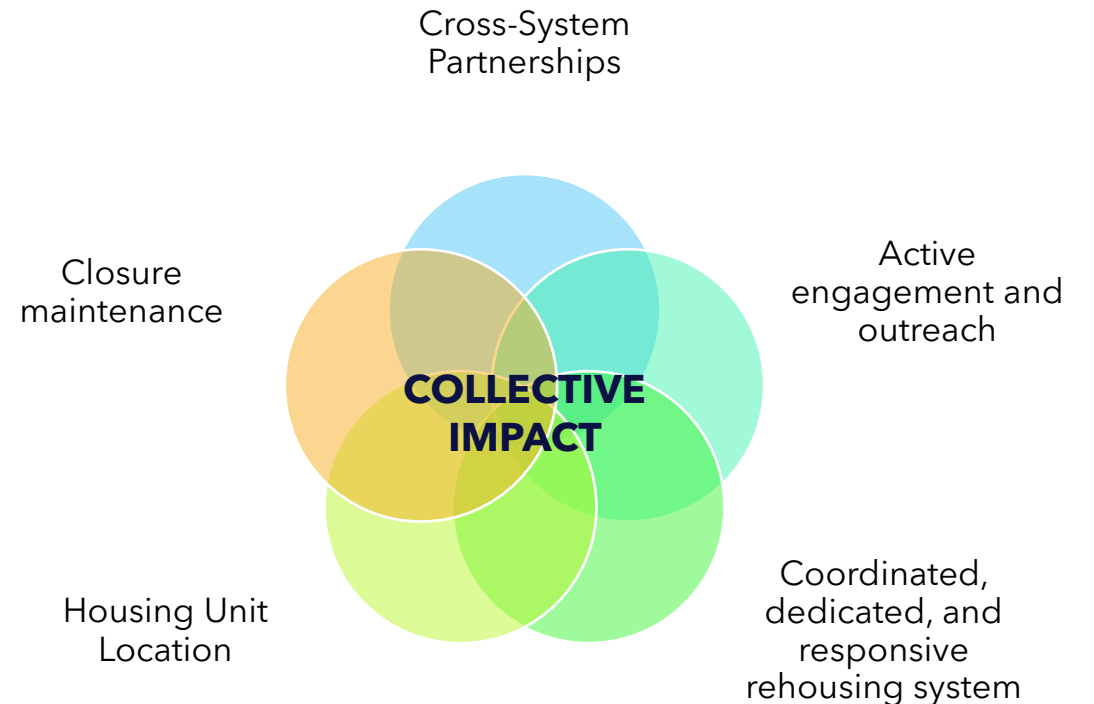
Individuals Engaged



**92**

Individuals Moved in or  
on Pathway to Housing

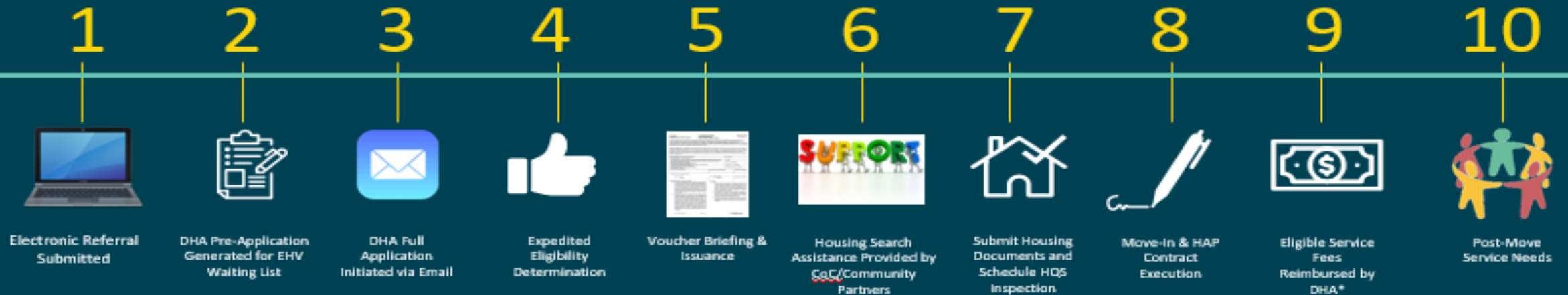
## Key Success Factors





# CoC-PHA Partnership to Expedite Housing

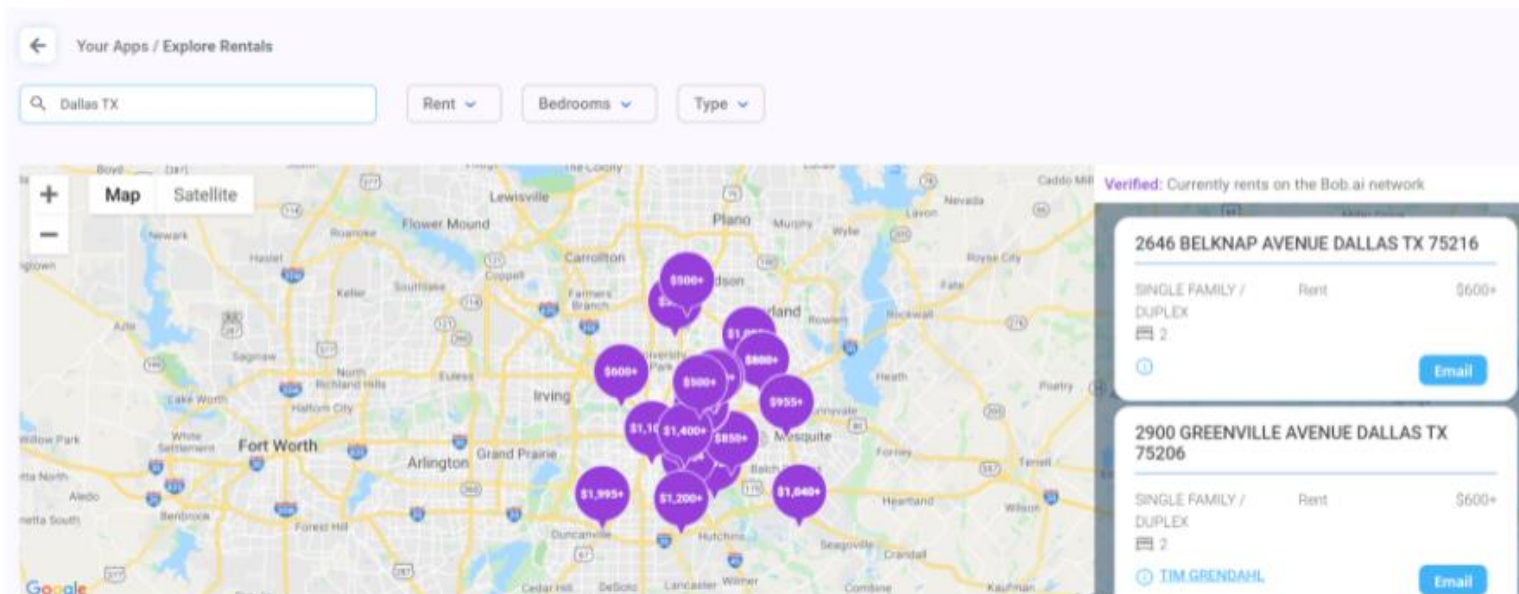
## OUR PROCESS



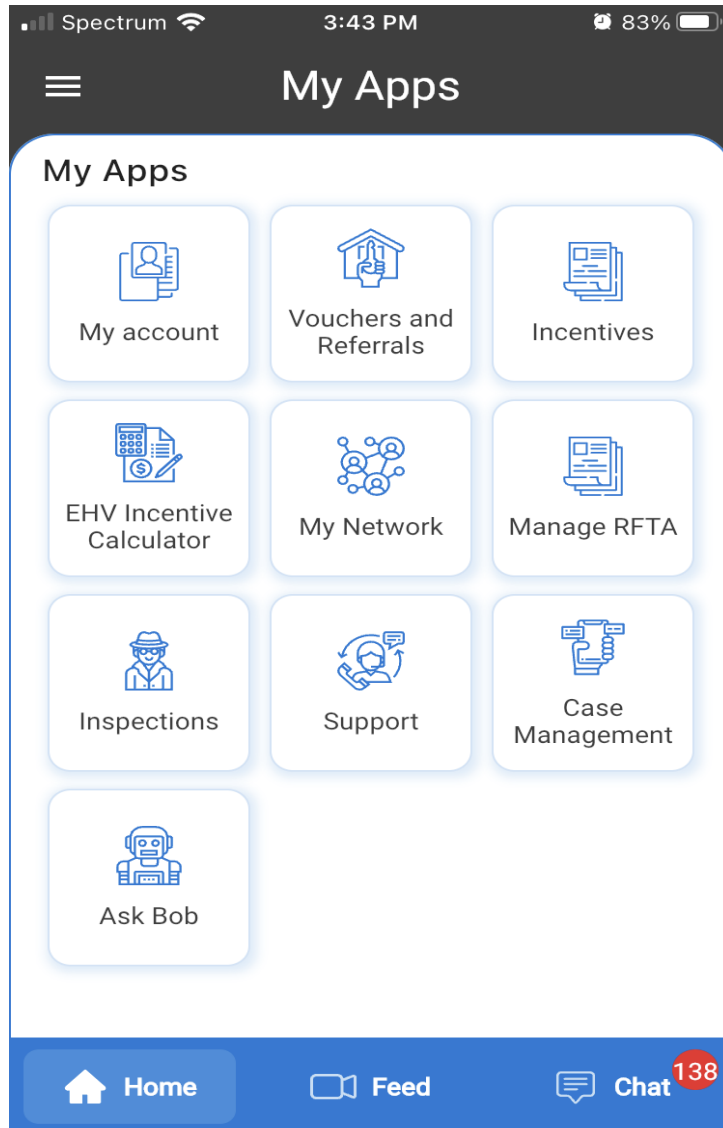
# Use of Technology

## Find a Rental Unit

Bob.ai helps connect landlords with vacancies with DHA Housing Choice Voucher renters! You can search available properties by number of bedrooms, rent range, property type and availability. An example of what search results might look like is below. Some landlords also share floorplans through this platform.



# Use of Technology



A screenshot of a mobile application interface for 'EHV Incentive ...'. The status bar shows 'Spectrum' network, signal strength, 3:43 PM, and 83% battery. The app header is 'EHV Incentive ...' with a back arrow on the left and an 'Adjust' button on the right. Below the header, there's a section titled 'Total' with a value of '\$2050'. Below this, there's a text prompt: 'Enter your rent and other incentive values and click "Adjust" to auto-adjust remaining values.' Below the prompt, there's a list of input fields with labels and values: 'Max incentive(\$)' (3500), 'Rent(\$)' (empty), 'Security Deposit(\$)' (0), 'Application Fees(\$)' (150), 'Utility Deposit(\$)' (200), 'Moving Expenses(\$)' (200), 'Damage Mitigation(\$)' (500), and 'Landlord' (empty). At the bottom, there are two buttons: 'Reset' and 'Post'.

Label	Value
Max incentive(\$)	3500
Rent(\$)	
Security Deposit(\$)	0
Application Fees(\$)	150
Utility Deposit(\$)	200
Moving Expenses(\$)	200
Damage Mitigation(\$)	500
Landlord	

# Take Aways

## Key Ingredients

- Coordinated investment for collective impact
- Streamlined administrative structure
- DHA's flexible EHV lease up process!!
- Learning culture
- Adaptable, dedicated workforce and partners
- Centralized Unit Acquisition

## Obstacles to Overcome

- Competing priorities
- Competition in the housing market
- New administrative structures and processes – rent and utility payment, etc
- Scaling implementation
- Quickly building capacity of a brand new workforce

# HOUSING OLDER ADULTS: MIAMI-DADE COUNTY

Vickie Mallette, Executive Director, Miami-Dade Homeless Trust

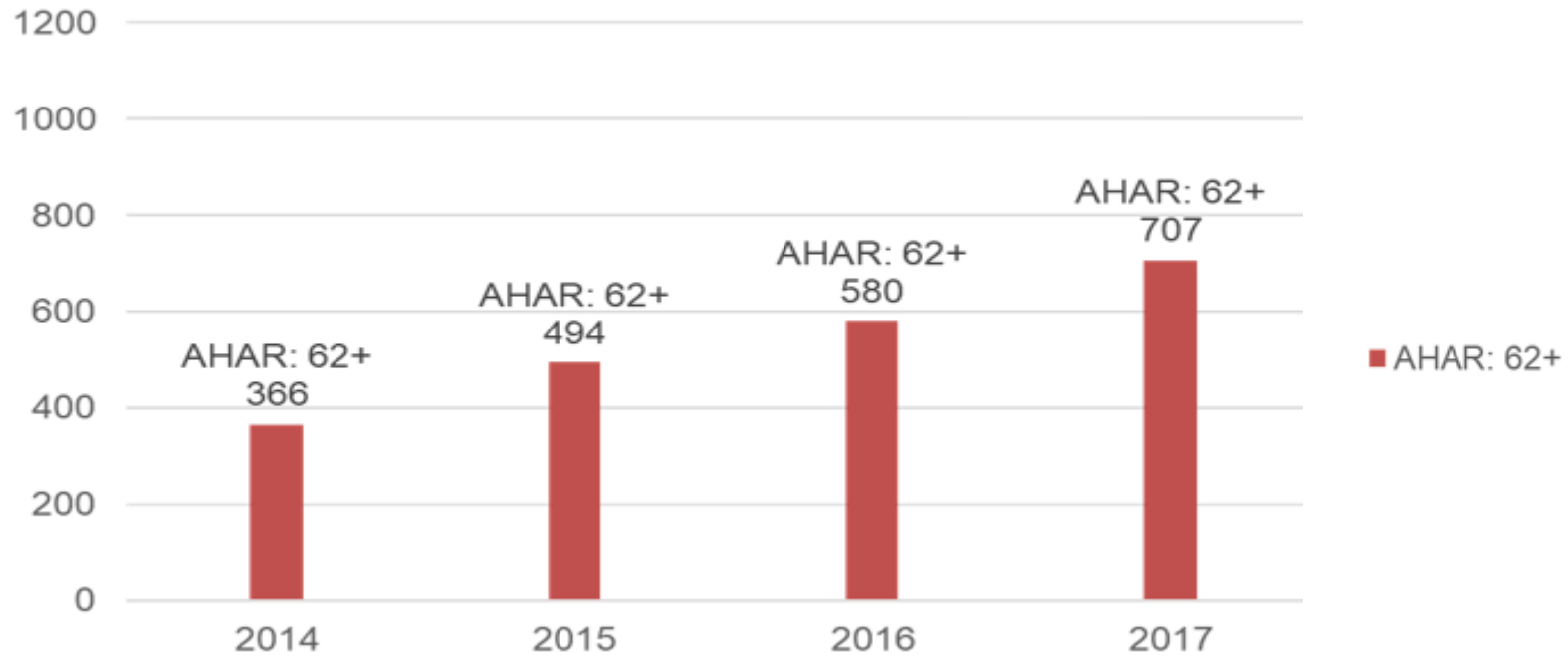




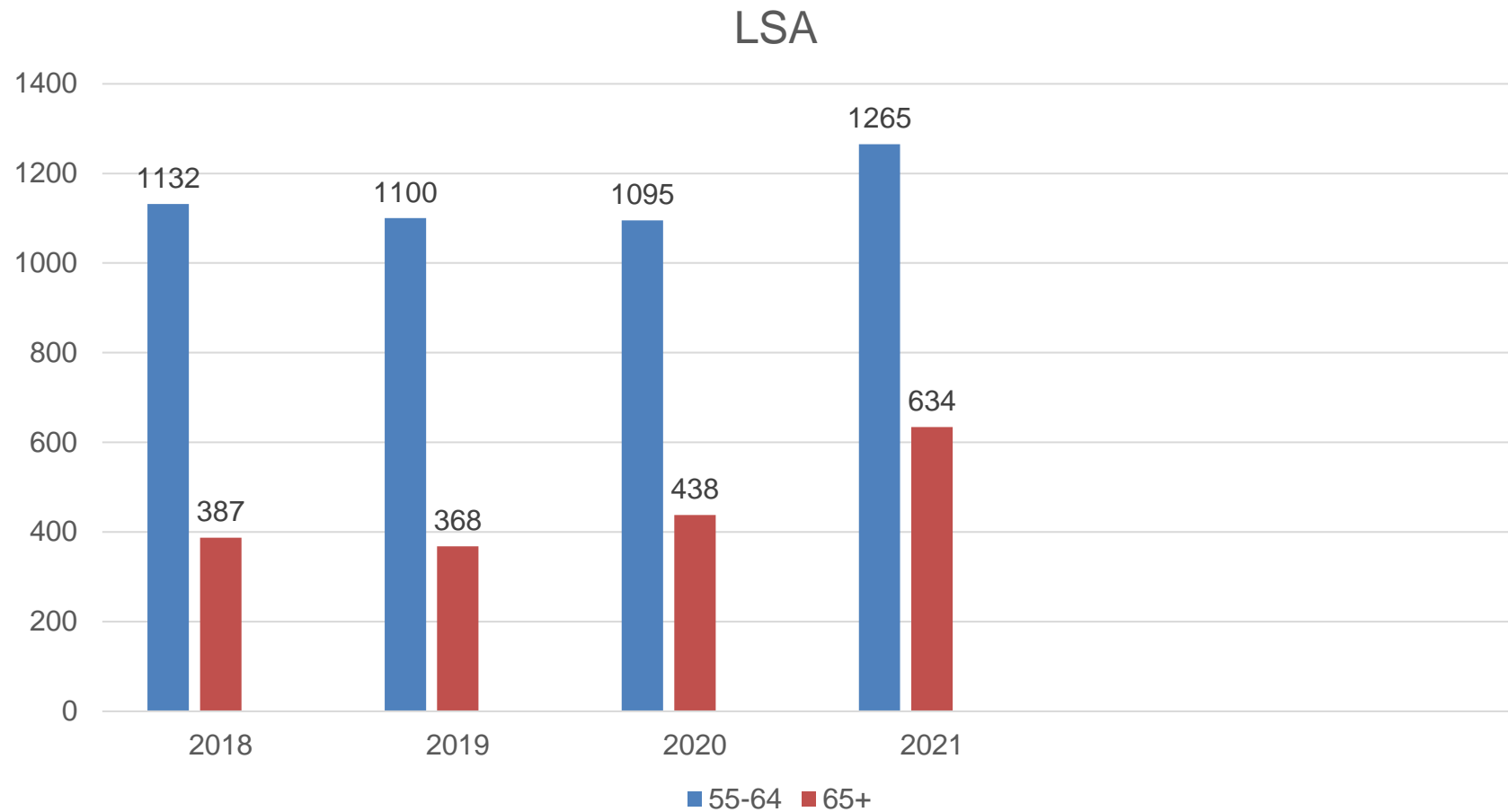
Continuum of Care  
June 1, 2021



# SENIOR HOMELESSNESS IN MIAMI-DADE



# SENIOR HOMELESSNESS IN MIAMI-DADE





# COVID-19 OPERATIONS

## ➤ Activated 5 Quarantine/Isolation (Q&I) Sites

- 3 hotels
- 1 former Transitional Housing program
- 1 Assisted Living Facility

## ➤ Intakes: 6,659 (All Q&I)

## ➤ Mia Casa

- Age Range 65+ (current guests ages 65-93)
- Census: 92 (w/possible expansion to 120)
- 297 served since April 2020
  - Ideal environment to engage seniors with unmet needs
  - Service intensive to provide medication management, coordinating medical appointments and transportation
  - Strict COVID-19 protocols
- 70% exited to permanent destinations



# MIA CASA

## ➤ Partners

- Unlimited Senior Solutions (Management/Operations)
- Florida Department of Health in Miami-Dade (COVID-19 Testing and Vaccines)
- Camillus Health Concern (Health, Behavioral Health)
- Chapman Partnership (Case Management and Meals)
- Alliance for Aging (Area Agency on Aging)



# Mia Casa

## ➤ Permanent Bridge Housing as a Health Intervention for Seniors 65+

- Provide high quality comprehensive services for high-risk senior citizens experiencing homelessness
- Improve health outcomes
- Provide safety

## ➤ Acquisition

- Miami-Dade County HOME-ARP
- State of Florida Special Appropriation – “Project Silver”
- Miami Foundation – “Ending Homelessness Fund
- Food and Beverage Tax (operations)



# Mia Casa

- Next Step: Qualitative and quantitative study to evaluate health outcomes in chronically unsheltered seniors who permanent housing



## ***Example:***

*73-year-old chronically unsheltered African American man. Poorly controlled diabetes, diabetic retinopathy with severe visual impairment, below knee amputation with chronic non-healing ulcer at amputation site, poorly controlled hypertension. Referred to non-congregate shelter in May 2020 and transferred other Permanent Supportive Housing in December 2020. Average A1c pre-housing was 14; post housing 7.7.*



# COVID-19 HOMELESSNESS

## ➤ Reoriented prioritization for **rehousing homeless**

- People are high risk for serious illness/death from COVID-19
  - ❖ Seniors 65+
  - ❖ People with medical vulnerabilities
  - ❖ Unsheltered Homelessness
  - ❖ Chronically Homeless
  - ❖ High Crisis System Utilization (Jail, Hospital, Crisis)
  - ❖ Unaccompanied Youth
  - ❖ Victims of Domestic Violence



# CARES ACT AND ARPA RESOURCES

## ➤ Emergency Solutions Grants - CV

- Specialized Street Outreach
- Rapid Rehousing
- Homeless Prevention (Equity)
  - Prioritization for 30% AMI or below
  - Previous homelessness
  - Prior evictions

## ➤ HOME ARP

- Hotel to Housing
- TBRA and Supportive Services
- Substantial Amendment (Homeless Preference)

## ➤ Emergency Housing Vouchers

- 4 PHA's
- 770 Vouchers



# COVID-19

## ❑ Emergency Housing Vouchers

	Total Vouchers	Lease Up %
Miami-Dade	481	54%
Hialeah	150	48%
Miami Beach	88	36%
Homestead	26 (25 DV)	18%
	745 (770)	

- Miami-Dade FMR's increased in May.
- Hialeah offering new landlord incentives in select cases.
- CoC PSH to 120% FMR
- Homeless Trust staff working with Rotary Club to try drive new landlord leads.

# COVID-19

## Emergency Housing Vouchers

EHV Total for COC				
	Searching for Unit	Unit Identified	Housed	Total
Miami-Dade	96	59	285	440
Hialeah	62	15	77	154
Miami Beach	13	9	31	53
Homestead	9	2	4	15
Total	180	85	397	662





# HOUSE AMERICA

September 2021-December 2022	Goal	March 2022	April 2022	May 2022	June 2022
Rehouse households experiencing homelessness	824	412	194 (606)		
Add new units of affordable housing into the development pipeline	466	187	120 (307)		

□ Working on engagement with Community Solutions to realize Functional Zero in Miami/Miami-Dade.

# PARTNERSHIPS

- **Know your PHA, PJ's and Affordable Housing Developers**
  - Understand portfolios, politics, needs & challenges
  - Use your networks to make introductions
- **Be Proactive: Don't wait for them to call you**
  - Proactively seek Preferences & Set Asides
  - Partner on Solicitations
  - Take the lead on shaping MOU's
  - Go back for more
- **Be Responsive**
  - Ensure timely referrals
  - Share outcomes
  - Reaffirm how you CoC can support
  - Assist with troubleshooting, if needed



**Q&A**



# CLOSING COMMENTS

Nan Roman, CEO, National Alliance to End Homelessness



# Contact

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<https://endhomelessness.org>