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.
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
- Develop and implement Equity of Evidence Strategies (EES) activities to guide all ESS.
SYSTEM Series: Why?

• 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 strengthens and gaps and how to best utilize scarce resources.
Today’s Speakers

• 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
joli.robinson@mdhadallas.org

Brooke Etie, Vice President Voucher Program
Dallas Housing Authority
Brooke.Etie@dhantx.com
Homeless Collaborative Goals
Achieving Measurable Results in Five Years

<table>
<thead>
<tr>
<th>GOALS</th>
<th>Effectively End Veteran Homelessness</th>
<th>Significantly Reduce Chronic Unsheltered Homelessness</th>
<th>Significantly Reduce Family &amp; Youth Homelessness</th>
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<tr>
<td>Transformation</td>
<td>Coordinated Governance Structure</td>
<td>Performance Management and Coordination</td>
<td>Rehousing System Enhancements</td>
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<tr>
<td>Current Major Initiatives</td>
<td>Dallas R.E.A.L Time Rapid Rehousing Encampment Decommissioning Ending Veterans Homelessness Initiatives</td>
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</table>
Coordinated Investment for BIG Collective Impact w/American Rescue Plan Plan Dollars

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

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

- City of Dallas: $25 mm
- Dallas County: $23 mm + 124 EHV ($2 mm)
- Dallas Housing Authority: 490 EHV ($8 mm)
- Other Cities: 144 EHV ($2.4 mm)
- Private Sector: $10 mm

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?

**Rental Subsidy**
- $42 Million
  - Emergency Housing Vouchers
  - Rapid Rehousing 12 months of rental assistance

**Services**
- $18 Million
  - Case Management
  - Housing Navigation

**Other**
- $10 Million
  - Landlord Incentives
  - Move In Kits
  - Admin capacity

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**INTERVENTIONS**

- **EHV**
  - Voucher + 24 Months of Case Management for people with a disabling condition

- **Rapid Rehousing**
  - 12 months rental assistance + 12 months of case management
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
- Housing Surge
  - Program Enrollments
  - Unit Applications
  - Move-Ins

Enforcement
- Site Clearing Enforcement
  - Outreach Daily Drive Throughs
  - Law Enforcement Patrols

Logos:
- City of Dallas
- MDHA
- The Homeless Collaborative
- Housing Solutions for North Texas
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**

- Cross-System Partnerships
- Active engagement and outreach
- Coordinated, dedicated, and responsive rehousing system
- Housing Unit Location
- Closure maintenance

**COLLECTIVE IMPACT**

Bringing together partners with a common mission to end homelessness and resolve public health risks with a focus on rehousing.
CoC-PHA Partnership to Expedite Housing

OUR PROCESS

1. Electronic Referral Submitted
2. DHA Pre-Application Generated for EHV Waiting List
3. DHA Full Application Initiated via Email
4. Expedited Eligibility Determination
5. Voucher Briefing & Issuance
6. Housing Search Assistance Provided by GCH/Community Partners
7. Submit Housing Documents and Schedule HDS Inspection
8. Move-In & IKAP Contract Execution
9. Eligible Service Fees Reimbursed by DHA
10. Post-Move Service Needs
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

### My Apps
- My account
- Vouchers and Referrals
- Incentives
- EHV Incentive Calculator
- My Network
- Manage RFTA
- Inspections
- Support
- Case Management
- Ask Bob

### EHV Incentive Calculator
**Total:** $2050

Enter your rent and other incentive values and click "Adjust" to auto-adjust remaining values.

<table>
<thead>
<tr>
<th>Item</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Max Incentive($)</td>
<td>3500</td>
</tr>
<tr>
<td>Rent($)</td>
<td></td>
</tr>
<tr>
<td>Security Deposit($)</td>
<td>0</td>
</tr>
<tr>
<td>Application Fees($)</td>
<td>150</td>
</tr>
<tr>
<td>Utility Deposit($)</td>
<td>200</td>
</tr>
<tr>
<td>Moving Expenses($)</td>
<td>200</td>
</tr>
<tr>
<td>Damage Mitigation($)</td>
<td>500</td>
</tr>
</tbody>
</table>

**Reset** **Post**
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
SENIOR HOMELESSNESS IN MIAMI-DADE

<table>
<thead>
<tr>
<th>Year</th>
<th>AHAR: 62+</th>
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<tbody>
<tr>
<td>2014</td>
<td>366</td>
</tr>
<tr>
<td>2015</td>
<td>494</td>
</tr>
<tr>
<td>2016</td>
<td>580</td>
</tr>
<tr>
<td>2017</td>
<td>707</td>
</tr>
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</table>
SENIOR HOMELESSNESS IN MIAMI-DADE

LSA

<table>
<thead>
<tr>
<th>Year</th>
<th>55-64</th>
<th>65+</th>
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</thead>
<tbody>
<tr>
<td>2018</td>
<td>1132</td>
<td>387</td>
</tr>
<tr>
<td>2019</td>
<td>1100</td>
<td>368</td>
</tr>
<tr>
<td>2020</td>
<td>1095</td>
<td>438</td>
</tr>
<tr>
<td>2021</td>
<td>1265</td>
<td>634</td>
</tr>
</tbody>
</table>
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)
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

<table>
<thead>
<tr>
<th>Location</th>
<th>Total Vouchers</th>
<th>Lease Up %</th>
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<tbody>
<tr>
<td>Miami-Dade</td>
<td>481</td>
<td>54%</td>
</tr>
<tr>
<td>Hialeah</td>
<td>150</td>
<td>48%</td>
</tr>
<tr>
<td>Miami Beach</td>
<td>88</td>
<td>36%</td>
</tr>
<tr>
<td>Homestead</td>
<td>26 (25 DV)</td>
<td>18%</td>
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<tr>
<td></td>
<td>745 (770)</td>
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- 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.
<table>
<thead>
<tr>
<th>EHV Total for COC</th>
<th>Searching for Unit</th>
<th>Unit Identified</th>
<th>Housed</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Miami-Dade</td>
<td>96</td>
<td>59</td>
<td>285</td>
<td>440</td>
</tr>
<tr>
<td>Hialeah</td>
<td>62</td>
<td>15</td>
<td>77</td>
<td>154</td>
</tr>
<tr>
<td>Miami Beach</td>
<td>13</td>
<td>9</td>
<td>31</td>
<td>53</td>
</tr>
<tr>
<td>Homestead</td>
<td>9</td>
<td>2</td>
<td>4</td>
<td>15</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>180</strong></td>
<td><strong>85</strong></td>
<td><strong>397</strong></td>
<td><strong>662</strong></td>
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<tr>
<td>September 2021-December 2022</td>
<td>Goal</td>
<td>March 2022</td>
<td>April 2022</td>
<td>May 2022</td>
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<tr>
<td>Rehouse households experiencing homelessness</td>
<td>824</td>
<td>412</td>
<td>194 (606)</td>
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</tr>
<tr>
<td>Add new units of affordable housing into the development pipeline</td>
<td>466</td>
<td>187</td>
<td>120 (307)</td>
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</table>

- 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

TheCenter@naeh.org
https://endhomelessness.org