

# Creating Effective Emergency Shelter: Making Space For All

2024 NATIONAL CONFERENCE ON  
ENDING HOMELESSNESS

★ AND CAPITOL HILL DAY ★

JULY 8-10, 2024

WASHINGTON D.C.

#NAEH2024

## Frances Mack

*Assistant Shelter Director,  
PathForward*

## Katherine Martinez

*Senior Vice President, Programs  
Camillus House, Inc.*

While focusing on lower barriers and housing, shelters should explore partnerships, adaptations, and new capacities required to better serve diverse, underserved populations experiencing homelessness. Learn from peers in the field who serve a range of diverse households (including older adults, people with severe health needs, and those seeking safety) on how to create more effective emergency shelters.

## Phillip Scharf

*Interim Chief Executive Officer and Chief Operating Officer  
Central Arizona Shelter Services (CASS)*

## Veronica Lewis

*Director  
HOPICS*



# THE FIVE KEYS TO EFFECTIVE EMERGENCY SHELTER



## HOUSING FIRST APPROACH

Align shelter eligibility criteria, policies, and practices with a Housing First approach so that anyone experiencing homelessness can access shelter without prerequisites, make services voluntary, and assist people to access permanent housing options as quickly as possible.



## SAFE & APPROPRIATE DIVERSION

Provide diversion services to find safe and appropriate housing alternatives to entering shelter through problem-solving conversations, identifying community supports, and offering lighter touch solutions.



## IMMEDIATE & LOW-BARRIER ACCESS

Ensure immediate and easy access to shelter by lowering barriers to entry and staying open 24/7. Eliminate sobriety and income requirements and other policies that make it difficult to enter shelter, stay in shelter, or access housing and income opportunities.



## HOUSING-FOCUSED, RAPID EXIT SERVICES

Focus services in shelter on assisting people to access permanent housing options as quickly as possible.



## DATA TO MEASURE PERFORMANCE

Measure data on percentage of exits to housing, average length of stay in shelter, and returns to homelessness to evaluate the effectiveness of shelter and improve outcomes.





Central Arizona Shelter Services  
Maricopa County Arizona (Phoenix Metro)  
Phillip Scharf – Interim Chief Executive Officer

# CASS' commitment to 40 years of homelessness in AZ

## History

- **Founded 1985**
  - **Response to the first County homeless epidemic**
- **Multiple locations and services including creating Dental and Medical facilities**
- **Lowest barrier shelter in Arizona**

## Current State

- **3 physical locations (downtown Phoenix, Sunnyslope area, downtown Glendale)**
  - **New location opening by September 2024 on I-17 and Northern**
- **Largest provider in Arizona**
- **Largest single shelter (600 beds)**
- **Second largest family shelter**



# Our Impact

**More than just a place to sleep**

<b>Rebuilding Lives</b>	<b>VETERANS</b>	<b>SENIORS</b>	<b>YOUNG ADULTS</b>	<b>FAMILIES AT VISTA COLINA</b>	<b>CHRONICALLY HOMELESS</b>
Emergency Shelter	✓	✓	✓	✓	✓
Case Management	✓	✓	✓	✓	✓
Rapid Re-Housing Assistance	✓	✓	✓	✓	✓
One-Time Deposit Assistance	✓	✓	✓		✓
Access to Resources	✓	✓	✓	✓	✓
Employment Training and Job-Seeking	✓	✓	✓	✓	✓
Finance and Budgeting	✓	✓	✓	✓	✓
Hygiene Kits	✓	✓	✓	✓	✓
Clothing Bank	✓	✓	✓	✓	✓
Move-out Kits	✓	✓	✓	✓	✓
Childcare				✓	
Food Pantry				✓	





# Senior Focus

- Case Management
- Housing Services
- Meals
- Empowerment Activities
- Key Partnerships
- Enhanced Assessments







# Pets for Pets sake

- Dedicated Pet Spaces
- Partnerships for Services
- Increased access for unsheltered populations



**PETS OF  
CASS**

Central Arizona Shelter Services







## PathForward

**July 9<sup>th</sup>, 2024**

**Franny Mack**  
**Assistant Shelter Director**





## CONTINUUM OF CARE



# CONTINUUM OF SERVICES



## Street Outreach

Team Members frequent outdoor areas to meet with homeless people where they live. They provide items such as clothing, blankets, water, food and medical supplies and work to build trust to help them gain higher levels of care.



## Medical Services

PathForward provides free medical services for homeless Arlington residents at the Homeless Services Center and through the Mobile Medical Unit which meets clients on the streets. The Medical Respite Program provides 5 beds for patients who require additional recovery after discharge from the hospital.



## Homeless Services Center

The HSC revolutionizes homeless services because it houses all of the programs in one facility so that clients can access services at one central location, 24 hours a day, 365 days per year.



## Shelter Program

The shelter is available year-round and provides up to 55 shelter beds, 5 medical respite beds, and 25 additional beds during Hypothermia Season (November through March). Within the Center, clients can access showers, laundry, receive three meals a day and can meet with case managers.



## Day Program

The Day Program provides low barrier access to case management, medical care, eviction prevention, referrals for medical and mental health services, and important resources like showers, laundry, three meals per day and clean clothing.



## Housing

Through the support of PathForward's case managers, clients have access to Permanent Supportive Housing as well as the Rapid Rehousing and Homeless Prevention Program. Once clients are housed, case managers continue to work with clients to help them remain in housing.





# Street Outreach

**13,008 Client  
Connections from Day  
Program & Outreach  
last year**





# SHELTER

50 Shelter Beds Year Round  
14 female / 36 male



25 Additional Beds  
Hypothermia Season



5 Medical Respite Beds

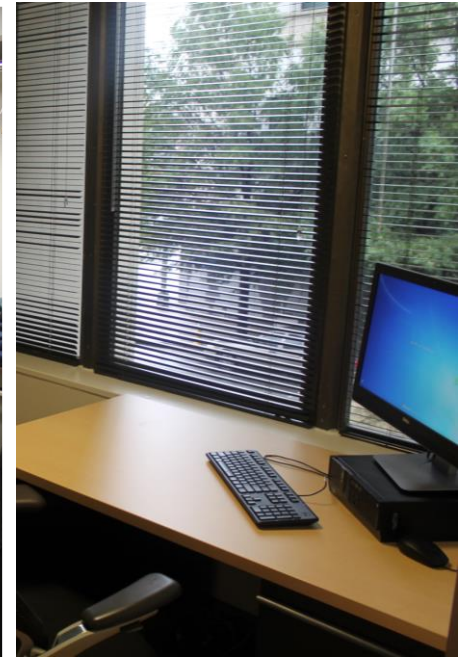
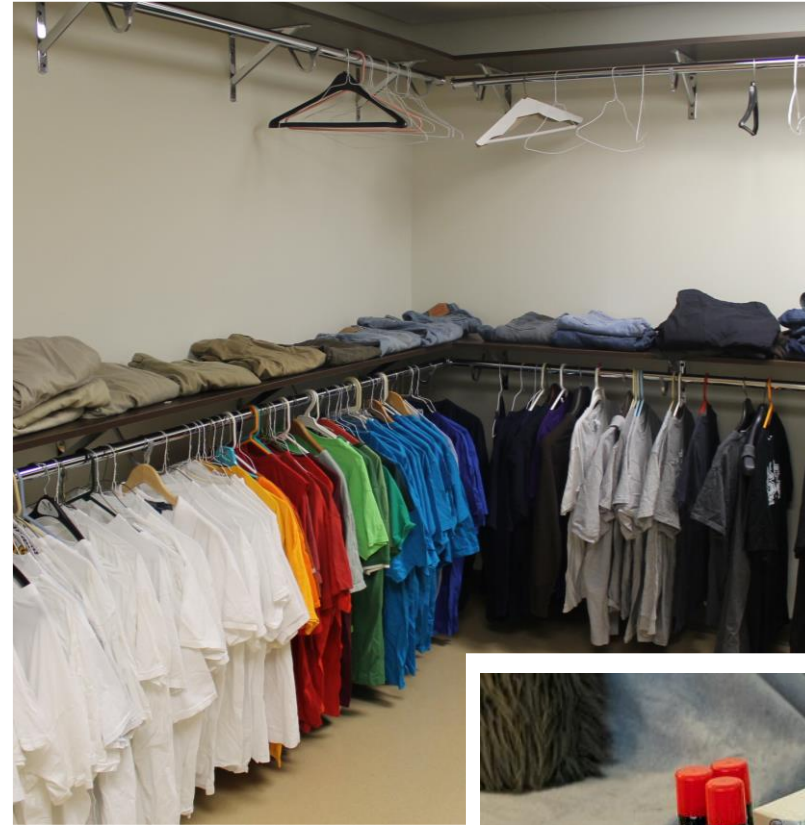


438 individuals sheltered in 2023

## DAY PROGRAM

Client Services Available:

- Clothing Closet
- Laundry
- Showers
- Outreach
- Housing Counseling
- Medical Services
- Transportation Services
- And More!





## MEDICAL SERVICES

- 1088 medical visits in 2023
- Mobile Medical Program implemented in 2021
- Prescriptions, primary care physicians, appointment support, and client advocacy





# HOUSING

PathForward has housed over 450  
homeless individuals to date!

Includes Rapid Rehousing and Permanent  
Supportive Housing Programs



Learn More Here



**PFVA.ORG**



# Camillus House

A Ministry of the Hospitaller Order of St. John of God

MIAMI DADE'S BEACON OF HOPE  
SINCE 1960



KATHERINE MARTINEZ, MSW  
Senior Vice President of Programs  
July 9, 2024





## WHO WE SERVED IN 2023

OF THE 8,123 CLIENTS WHO RECEIVED  
HOUSING AND SERVICES:

### FAMILIES



344 HOUSEHOLDS

1,369

FAMILY MEMBERS SERVED  
IN HOUSING OR PREVENTION  
PROGRAMS



657

KIDS UNDER  
17 YEARS OLD

### THE VULNERABLE



600+

HOURS OF GROUP  
THERAPY PROVIDED



9%

OF CLIENTS SERVED WERE  
UNDER 17 YEARS OLD



48%

OF CLIENTS COMPLETED  
RESIDENTIAL SUBSTANCE  
ABUSE TREATMENT



19%

OF CLIENTS SERVED  
WERE 62+ YEARS OLD

# OUR MISSION



ROOTED IN THE COMPASSIONATE HOSPITALITY OF ST.  
JOHN OF GOD, WE IMPROVE THE QUALITY OF LIFE OF  
THOSE WHO ARE VULNERABLE AND HOMELESS IN  
SOUTH FLORIDA THROUGH THE PROVISION OF A  
CONTINUUM OF HOUSING AND SUPPORTIVE  
SERVICES.



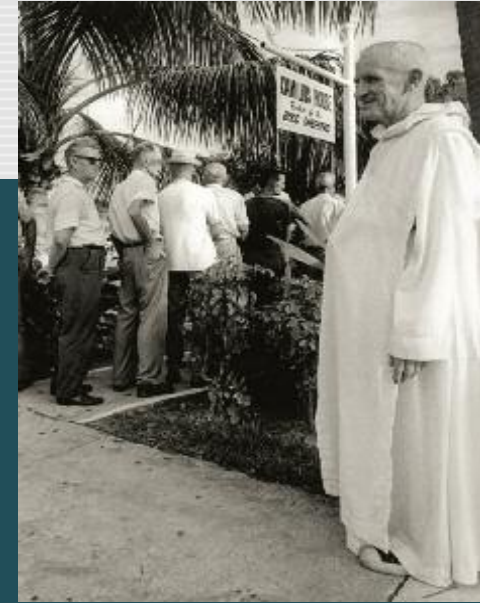
# OUR HISTORY

Whatever you



for these, the least of my brothers and sisters, you do for Me. Matthew 25:40

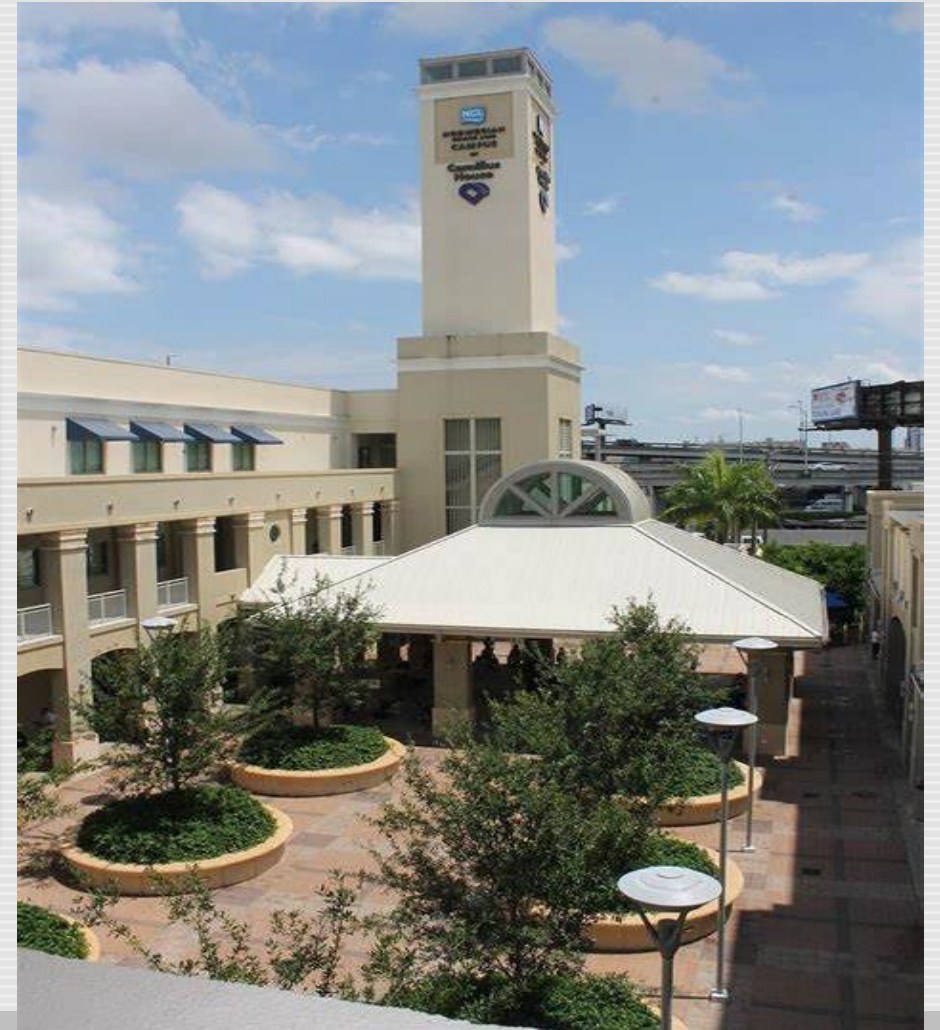
It all started with a singular act of compassion... and a bowl of cereal. Sixty-three years ago, Brother Mathias Barrett fed an immigrant who had recently-arrived from Cuba, hungry and looking for a new opportunity in this country – and in that moment of charity, Camillus House was born.



*"To eat at Camillus House requires no repentance. There are no prayers, no sermons, no songs. All you have to do is stand in line with 1,000 men and women of many colors who cannot buy a meal." - Kurt Leudtke, The Miami Herald, 1964*

# Camillus House: Services Offered

- Homeless Prevention Services
- Specialized Street Outreach
- Day Center
- Emergency Housing
- Transitional Housing (Human Trafficking & Veterans)
- Permanent Supportive Housing (Project-based & Scattered Site)
- Rapid Rehousing
- Residential Substance Abuse & Mental Health Treatment
- Workforce Development: Job Training & Placement





# DAY CENTER



## ESSENTIAL SERVICES



### Services include:

- Hot meals
- Showers
- Clothing
- Laundry Room
- Mail Room
- Job Placement
- Housing Referrals
- Library
- Computer Usage
- Camillus
- YUniversity classes
- Various therapeutic activities



### DAY CENTER

ESSENTIAL SERVICES PROVIDED: 75,232



3,731  
UNIQUE  
CLIENTS  
SERVED



18,563  
MEALS  
SERVED



15,176  
SHOWERS  
PROVIDED



15,740  
CLIENTS  
RECEIVED  
CLOTHING



9,171  
CLIENTS  
PICKED UP  
MAIL



16,052  
REFERRALS

# EMERGENCY HOUSING



ESSENTIAL SERVICES

- 287 emergency shelter beds for adults only
- Low barrier model
- Placements accepted 24/7/365
- 18 Space Pet Kennel

Beds are funded by various community partners:

- 6 Municipalities
- 1 Continuum of Care Lead (Miami-Dade County Homeless Trust)
- 1 Managing entity – Substance Abuse & Mental Health
- 1 Hospital
- 3 Health insurance providers
- 1 Substance abuse treatment program



- Case Management is required; case managers assigned at admission
- Mandatory participation in Camillus YOUniversity classes



# BEHAVIORAL HEALTH



## INSTITUTE OF SUCCESS AND PERSONAL ACHIEVEMENT

RESIDENTIAL TREATMENT

JAIL DIVERSION

HUMAN TRAFFICKING

STATE OPIOID RESPONSE

ISPA provides participants a personalized and tailored combination of self-help philosophies, individual and group therapy, work training, and social activities that helps them get their lives back on track.





## HOUSING OPTIONS OPCIONES DE VIVIENDA

- • • **RAPID REHOUSING**
- • • **PERMANENT SUPPORTIVE HOUSING**
- • • **PROJECT BASED**
- • • **AFFORDABLE HOUSING**
- • • **MARKET RATE**

Understand the difference between different housing opportunities and the process to qualify for each type.

Comprenda la diferencia entre las diferentes oportunidades de vivienda y el proceso para calificar para cada tipo.

ENGLISH: November 29th: 6pm-7pm  
**OLALLO ROOM**  
November 15th: 2pm-3pm  
ESPAÑOL: 10 de Noviembre: 2pm-3pm  
**PAMPURI ROOM**



## LGBTQ+ SUPPORT GROUP

NOVEMBER 17, 2023  
2:00PM - 3:00PM  
PAMPURI ROOM

JOIN US FOR OPPORTUNITIES TO SHARE, CONNECT, GROW, AND BE A PART OF A LOVING COMMUNITY.



## Understanding Credit Scores



Come and learn what credit scores are, how they affect your life, and tips on how to improve them.

November 14, 2023  
1PM- 2PM  
Pampuri Room

## PERSONAL BUDGETING PRESUPUESTO PERSONAL



NOVEMBER 8, 2023: 1PM- 2PM  
NOVEMBER 20, 2023: 11AM-12PM  
PAMPURI ROOM

\*THIS IS A MANDATORY CLASS\*  
ESTA CLASE ES OBLIGATORIA



## COME TO JOIN Cooking 101

LOS FUNDAMENTOS DE LA COCINA

- Preparing quick & healthy meals
- Grocery shopping on a budget & more!

11am-12 noon Pampuri Room

Thursday November 2 & 30, 2023



## MANAGING A HOUSEHOLD

NOVEMBER 2 & 30, 2023  
9:30 AM- 11 AM  
PAMPURI ROOM



## COMPUTER LITERACY CLASE DE CONCEPTOS BÁSICOS DE COMPUTACIÓN

9:30am-11am | Br. Pampuri Room  
Wednesday, November 1, 15, & 29, 2023

Learn basic skills to help you apply for housing, employment, benefits, and more!

¡APRENDA HABILIDADES BÁSICAS PARA AYUDARLO A SOLICITAR VIVIENDA, EMPLEO, BENEFICIOS Y MÁS!



## JOB READINESS

- ENTERING THE JOB MARKET
- PREPARING FOR THE INTERVIEW
- PROFESSIONAL ETIQUETTE



9:30am- 12pm  
November 3 & 17, 2023  
PAMPURI ROOM

## BANKING & CREDIT



November 22, 2023  
1pm- 2pm  
Pampuri Room

Should I get a credit card?

HOW DO I OPEN AN ACCOUNT?

## SEARCHING & APPLYING FOR JOBS



NOVEMBER 1, 15, & 29  
11AM- 12PM  
PAMPURI ROOM



## Housing Search Búsqueda de Vivienda



Attend this **MANDATORY** Session for tips on where to look, what to ask, how much you can afford, and more.

ENGLISH: November 29th: 7pm-8pm- Olallo Room  
November 15th: 1pm-2pm  
ESPAÑOL: 10 de Noviembre: 1pm-2pm  
**PAMPURI ROOM**

Asista a esta Sesión **OBLIGATORIA** para obtener información sobre dónde buscar, qué preguntar, cuánto puede pagar y más

## Social-Emotional Readiness Habilidades Sociales

Roommates 101  
Conflict Resolution  
Time Management  
Social Diversity & Cross Cultural Skills

9:30am- 12pm | November 16, 2023  
PAMPURI ROOM

COME LEARN ESSENTIAL LIFE SKILLS ON HOW TO INTERACT WITH OTHERS

# Panel Questions

Frances  
Mack

Phillip  
Scharf

Katherine  
Martinez

