

Leading in the Moment

A four-part series for leaders navigating uncertainty in homelessness response systems.



We will discuss how to **stay grounded, make clear and bold choices, strengthen governance and alignment, improve system flow** from crisis to housing, **integrate cross-sector partnerships**, and **reinforce income and service supports** that sustain housing stability.



Governance



Coordination



System Flow



Housing Stability

WHAT WE DO



Policy and Programs	Capacity Building	Homeless Research Institute
- Carries out the vital work of educating policymakers and the field about key strategies and policies for ending and preventing homelessness. - Keeps federal policymakers and legislators informed of the needs of people experiencing homelessness and the programs serving them. - Leads advocacy efforts on a grassroots level.	- Supports efforts to end homelessness by offering training and technical assistance tailored to communities' unique needs. - Helps design and implement crisis systems, improve systems' performance, and utilize data to end homelessness, particularly with an equity lens. - Provides online courses, trainings, and webinars to inform the field of best practices to end homelessness.	- Analyzes data to identify homelessness trends on national, local, and Continuum of Care levels. - Publishes research that ensures policymakers, practitioners, the media, and the public have the best information about trends and emerging solutions to the problem. - Uses an equity lens to identify disparities in homelessness data.

Lived Experience Innovation + Strategic Communications

NATIONAL ALLIANCE TO END HOMELESSNESS STATEMENTS FOR PARTICIPATION

The Alliance works to ensure that diverse voices are included as facilitators, attendees, and guests in our office hours and forums. All voices are welcome.



The organization has a zero-tolerance policy for any form of discrimination or abusive behavior. The Alliance is committed to ensuring that all its events are safe and respectful for all participants.



Participants acknowledge that any form of discrimination, violence, or abusive behavior may result in removal from an office hour or forum depending on the situation.



If any discrimination is witnessed or experienced during the webinar, or if you feel unsafe, please notify any member of the Alliance staff.



The National Alliance to End Homelessness strives to create a diverse, inclusive, accepting, and safe space for everyone.

THE FOUR-PART SERIES

Each session builds from leadership alignment to the operating conditions that sustain housing outcomes.

1. Lead through change

Governance, coordination, inclusive decision-making, information sharing, and accountability.

2. Integrate partnerships

Align public systems, service providers, lived expertise, and community partners around outcomes.

3. Improve system flow

Move from crisis response to housing with clearer roles, thresholds, and operating agreements.



4. Sustain stability

Reinforce income, services, and supports that help people stay housed.

SESSION 3: FROM CRISIS TO HOUSING: IMPROVING SYSTEM FLOW AND EXPANDING HOUSING PATHWAYS

Focus: strengthening housing-focused systems so people can move from crisis to permanent housing more quickly and effectively, while expanding and diversifying housing pathways. It will explore the roles of transitional housing, emergency shelter, street outreach, shared housing, stabilization services, and other housing-focused strategies, with an emphasis on practical ways to improve system flow and accelerate exits to permanent housing

EFFECTIVE, EQUITABLE AND EFFICIENT HOMELESS RESPONSE SYSTEM: GOAL

Divert people from imminent homelessness whenever possible

House people as quickly as possible and

Goal: Homelessness is rare, brief, and one-time



EFFECTIVE, EQUITABLE AND EFFICIENT HOMELESS RESPONSE SYSTEM: ENDGAME

- People in a housing crisis have access to immediate help, including a safe place to go
- People are not unsheltered
- People do not spend long periods of time homeless
- People exit homelessness quickly and do not quickly cycle back into homelessness
- Everyone has equitable access to housing, and no group is disproportionately represented among those experiencing homelessness. (race, LGBTQ+, age)



Consider How Current Resources Are Being Utilized and Working Together...

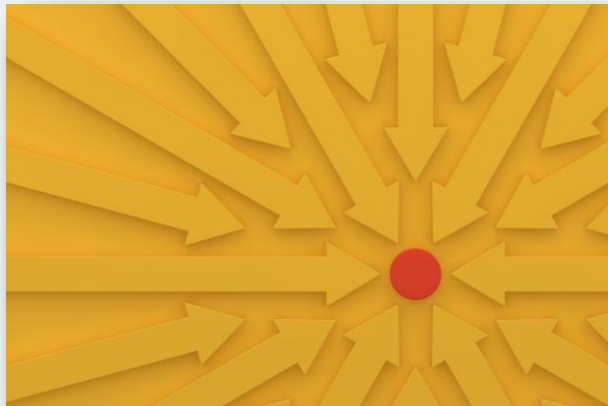
If you make investments without considering how it impacts the system and how it is coordinated...



If the interventions working together towards a common goal.



WHAT WE NEED TO REACH THESE GOALS?



Courageous and Bold Leadership

The local coordinated “Homeless Response System”

Strong Partnerships

An Aligned Vision

WHY THE FOCUS ON HOUSING



HOUSING SOLVES
HOMELESSNESS



REDUCES THE TRAUMA
AND INSTABILITY OF
HOMELESSNESS



CREATES THE
FOUNDATION FOR
PEOPLE TO HEAL AND
THRIVE



RESTORES CHOICE,
DIGNITY, AND
AUTONOMY



CREATES LASTING
STABILITY



ALLOWS FOR MORE
PEOPLE TO BE SERVED

CRISIS TO HOUSING: IMPROVING SYSTEM FLOW AND EXPANDING HOUSING PATHWAYS

Meet the Panel:

- Kris Freed- Partner at The Impact Group, LLC
- Danielle Werder- Deputy Director - Office of Housing Stability, Hennepin County, MN
- Emila Sutton- Director, Housing and Community Development Department. City of Raleigh, NC
- Samantha Hilliard- Senior Coordinated Entry Specialist, City of Missoula, MT
- Jasmine Benton- Senior Project Manager, Partners For Home, Atlanta, GA

KEY TAKEAWAYS

1. Make housing part of every conversation and every touchpoint.
2. Flexible funding is critical. Regardless of the intervention, people often need individualized, flexible support to overcome barriers.
3. Ground our responses in the voices and expertise of people with lived experience.
4. Connect people to the right housing and the right level of support based on their individual needs and strengths.
5. Demonstrate what is working and be willing to pivot when it isn't. Use data, outcomes, and experience to continuously improve.
6. Pass knowledge on to the next generation of leaders. Share information, build capacity, and avoid gatekeeping.
7. Make “not housing people” an unacceptable outcome. Focus on the full journey to housing and build a system culture that emphasizes possibility, strengths, and solutions rather than getting stuck.
8. Listen first and lead with curiosity. Effective problem-solving starts with truly hearing people and understanding what they need.

LEADING IN THE MOMENT PT. 4

Income, Services, and Stability:
Strengthening the Supports That Keep
People Housed

TUESDAY 9/29/26

ENDHOMELESSNESS.ORG



140+ FREE SKILLS- BUILDING VIDEOS



https://youtube.com/@cfl_naeh

Thank You!

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