

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

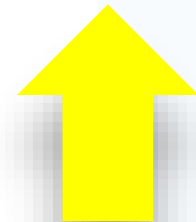
Align public systems, service providers, lived expertise, and community partners around outcomes.

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 4: INCOME, SERVICES, AND STABILITY: STRENGTHENING THE SUPPORTS THAT KEEP PEOPLE HOUSED

This session focuses on the service side of the system, how income, benefits, and supportive services help people obtain and maintain housing over time. It centers on stability as an outcome, not just placement. The conversation will explore workforce and income strategies, SOAR and access to benefits, supportive employment models, and behavioral health engagement. The emphasis is on reframing income and services as tools that support housing stability, rather than prerequisites for housing, and strengthening the connections that help people remain housed.

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...

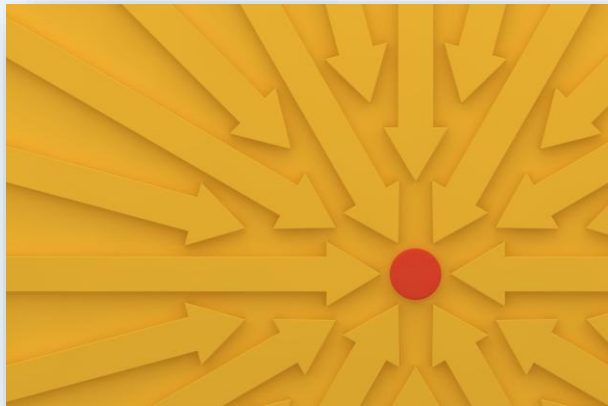
If you make investments without considering how it impacts the system and how it is coordinated...



If the interventions working together towards a common goal.



WHAT WE NEED TO REACH THESE GOALS?



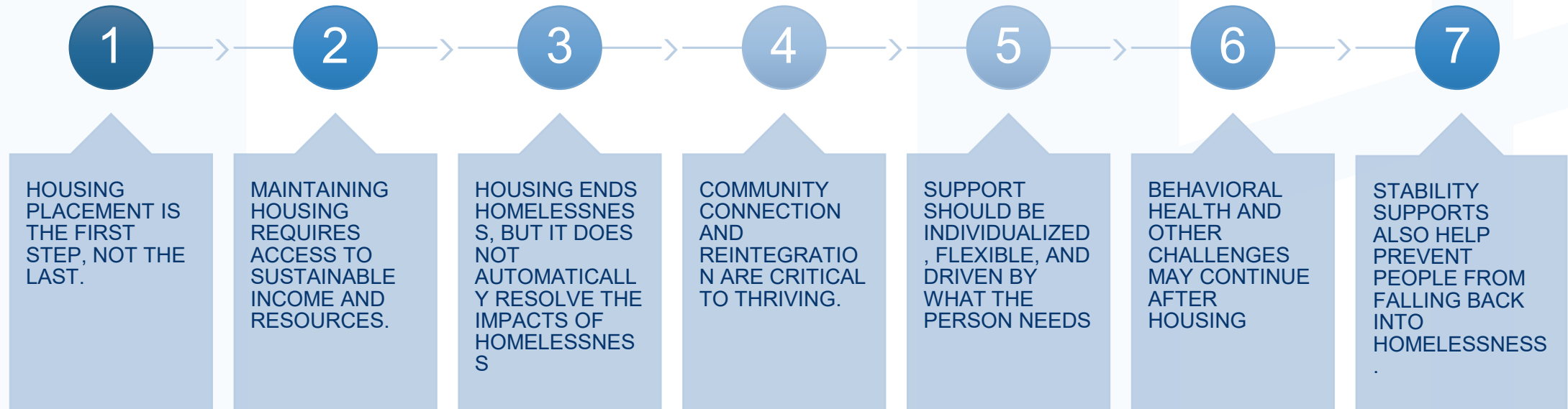
Courageous and Bold Leadership

The local coordinated “Homeless Response System”

Strong Partnerships

An Aligned Vision

WHY THE FOCUS ON INCOME, SERVICES, AND STABILITY



INCOME, SERVICES, AND STABILITY: STRENGTHENING THE SUPPORTS THAT KEEP PEOPLE HOUSED

Meet the Panel:

- Dr. Deme Hill – Principal Consultant – Housing and Homelessness, Advocates for Human Potential, Inc. - Pasadena, CA
- Marcella Maguire – Director, Health Systems Integration, Corporation for Supportive Housing – Philadelphia, PA
- Bobby Brown – Associate Director of Community Impact, National Youth Employment Coalition – Boston, Massachusetts
- Abigail Kirkman – Founder, Parkwyn Training and Consulting – Delmar, New York
- Dr. Gwendolyn Harter – Vice President, Pathways for Housing DC – Washington, D.C

KEY TAKEAWAYS

- **Relationships are foundational.** Strong partnerships across housing, workforce, health care, benefits, and other systems improve referrals, coordination, and access to resources.
- **Bring the right people to the table early.** Cross-sector partners and people with lived experience should be included in service planning from the start so solutions are more responsive and person-centered.
- **Data quality and data sharing matter.** Keep state and local database information accurate, ensure documentation reflects the full scope of a person's needs and circumstances, and use shared data to strengthen accountability and track outcomes.
- **SOAR remains an important resource** for helping eligible people access SSI/SSDI benefits.
- **Health coverage is critical** to accessing mental health treatment and other services, and people may need support navigating new requirements to maintain coverage.
- **Cross-sector coalitions strengthen advocacy** by bringing together partners with different expertise, influence, and perspectives.
- **Modernize program design and supports** to reflect people's changing needs and pathways toward long-term stability.
- **Housing alone is not enough.** People may continue to need income, benefits, health care, employment, relationships, love, and ongoing support after they are housed.
- **Set realistic expectations about housing pathways.** A person's current housing situation may be an important step toward stability without necessarily being their permanent destination.
- **Myth-bust disability benefits.** Provide clear, accurate information about eligibility, work incentives, and how benefits can support both income and housing stability.



140+ FREE SKILLS- BUILDING VIDEOS



https://youtube.com/@cfl_naeh

Thank You!

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