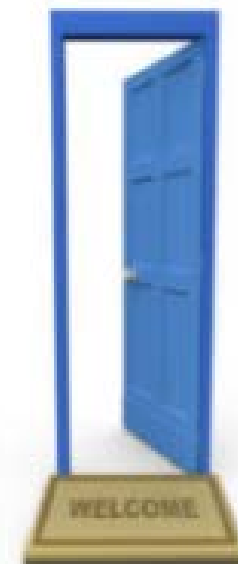


CONTINUUM OF CARE FOR HOMELESS SERVICES

CHRIS SEIBERT,
ADULT & FAMILY SERVICES



*Opening Doors to
Opportunity
And
Self-Sufficiency*

Homelessness should be....

Rare, brief and
non-recurring

OVERVIEW: HOMELESS SERVICES

- A. Continuum of Care System for Homelessness
- B. Housing: The solution to homelessness
- C. Working together to solve homelessness

HOMELESS SERVICES

HOMELESS SERVICES COALITION (HSC)

Delaware County Continuum Of Care (CoC)

- Community planning system that addresses the needs of persons who are homeless or experiencing a housing crisis
- Purpose is to coordinate a response to homelessness, and promote a community-wide commitment to the goal of ending homelessness
- The Delaware County CoC is known as the Homeless Services Coalition (HSC)

HOMELESS SERVICES



HSC Mission and Vision

- Operate an integrated community-based support system which prevents homelessness and provides the necessary resources and opportunities to end homelessness for everyone.
- Provide individualized, trauma informed, client-centered solutions to those who are experiencing a housing crisis using 3 essential approaches.

HOMELESS SERVICES

3 Essential Approaches:

- Prevent homelessness whenever possible
- Rapidly re-house people when homelessness cannot be prevented
- Provide wraparound services that promote housing stability and self-sufficiency

HOMELESS SERVICES

A Snap Shot....

Point-in-Time (PIT) Count on 1/23/19

400 Homeless persons counted in Emergency Shelter and Transitional Housing programs and on the street (25% decrease since 2012)

- 223 Single Adults (48 unsheltered/street)
- 177 Persons in Households with Children

HOMELESS SERVICES

- 327 Emergency Shelter beds
 - 161 - Single adults
 - 166 - Families with Children
- 79 Transitional Housing beds
 - 33 – Single Adults
 - 46 – Families with Children
- 663 Permanent Housing beds

HOMELESS SERVICES

U.S. DEPT. OF HOUSING AND URBAN DEVELOPMENT (HUD)

Literally Homeless - Individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:

- Has a primary nighttime residence that is a public or private place not meant for human habitation;
- Is living in a publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state and local government programs); or
- Is exiting an institution where (s)he has resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution

HOMELESS SERVICES

Components of a CoC System:

- 1) Outreach
- 2) Coordinated Entry
- 3) Emergency Shelter
- 4) Supportive Services
- 5) Transitional Housing
- 6) Permanent Housing
 - Rapid Re-Housing
 - Permanent Supportive Housing
- 7) Prevention Services

CONTINUUM OF CARE



HOMELESS SERVICES

1) OUTREACH

- Street outreach to the unsheltered
- Outreach to special needs populations at shelter programs
- Goal is to engage folks into accepting services and enter shelter or be housed

HOMELESS SERVICES

2. COORDINATED ENTRY

What is it? HUD's MANDATE

Implement an easily accessible process that allocates resources as effectively as possible no matter how or where people present. A well-developed CE system combined with a good supply of resources will help homeless persons move out of homelessness quicker. Coordinated entry processes help communities prioritize assistance based on vulnerability and severity of service needs to ensure that people who need assistance the most can receive it in a timely manner.

HOMELESS SERVICES

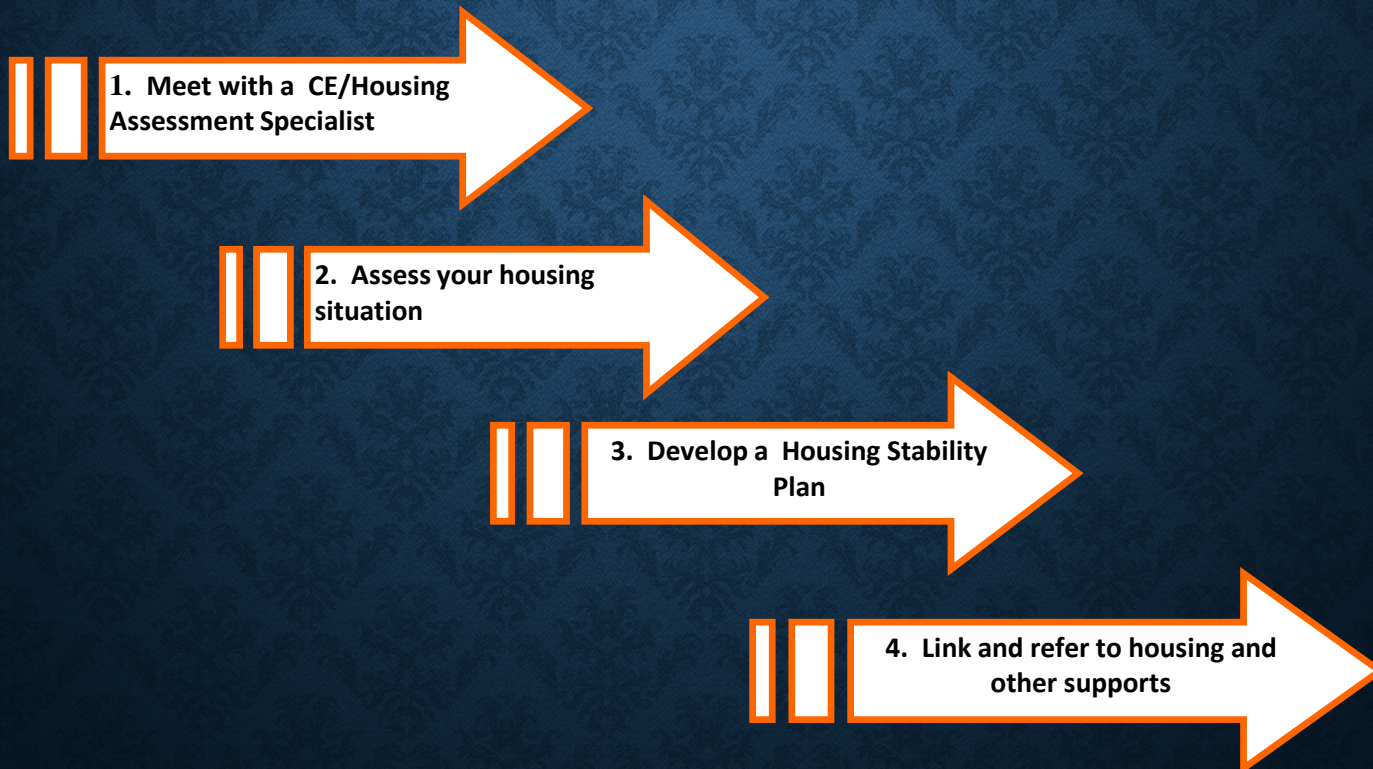
2. COORDINATED ENTRY

Housing Crisis response system serving persons who are literally homeless and those at imminent risk of homelessness.

- A low barrier, person centered, county-wide entry process that is fair and allows equal access to housing assistance and homeless prevention resources.
- Uses the same assessment approach and decision making processes to help people resolve their housing crises and become stably housed as quickly as possible.
- People with the most severe service needs and levels of vulnerability are prioritized for housing and homeless assistance.
- Immediate Needs Plan that identifies housing barriers, is inclusive of individual needs and client chosen referrals, linkages to services, housing assistance and financial stability resources.

2. COORDINATED ENTRY

4 steps to solve a Housing Crisis



HOMELESS SERVICES

2) COORDINATED ENTRY

- Literally Homeless – Refer to shelter, case management and permanent housing
- Imminent Risk of Homelessness – Refer to Housing Assistance Programs (prevention assistance for arrears, landlord mediation, housing counseling, budgeting, etc.

Or

- Can be diverted (temporarily or permanently) from shelter placement – develop a diversion plan

HOMELESS SERVICES

2. COORDINATED ENTRY

WHERE TO ACCESS COORDINATED ENTRY?

Where to Access CE: 4 locations

- 1) Horizon House, Inc.
Located @ MHP Offices
7200 Chestnut St. (rear door)
Upper Darby, PA 19082
(267) 507-3956
Mon & Fri 9:00 AM to 5:00 PM
Wed 1:00 PM to 5:00 PM
[Last assessment, 4:00 PM]
- 2) Community Action Agency
896 Main St.
Darby, PA 19023
(610) 874-8451
[By appointment only]
- 3) The Salvation Army
151 W. 15th St.
Chester, PA 19013
(610) 874-0423
Mon & Wed 9:00 AM to 5:00 PM
Tues & Thurs 9:00 AM to 3:00 PM
Fri 10:00 AM to 2:00 PM
- 4) Community Action Agency
1414 Meetinghouse Rd.
Brookhaven, PA 19061
(610) 874-8451
M-F, 8:00 AM to 3:00 PM

Assessment Specialists are available for mobile assessments when necessary.

HOMELESS SERVICES

3) EMERGENCY SHELTER

Family Shelters

- Wesley House
- Family Management
- Family Promise
- Domestic Abuse
- Temporary Emergency Shelter

Shelters for Singles Adults

- Life Center
- Wesley House
- Salvation Army
- City Team
- Connect-by-Night

HOMELESS SERVICES

4) SUPPORTIVE SERVICES

- Case Management
- Housing Counseling/Education
- Financial Management/Budgeting
- Life Skills Education
- Employment/Vocational Training
- Educational, GED, Literacy
- Child Care
- Transportation
- Linkage to MH, D&A, and other mainstream services and supports
- Home at Last Program

HOMELESS SERVICES

4) SUPPORTIVE SERVICES

Prepared Renter's Education Program (PREP)

- An educational program to teach participants how to be a successful renter
- All shelter and housing program case managers trained in this program
- More info from next presenter

HOMELESS SERVICES

5) TRANSITIONAL HOUSING

- Different models – Project Based and Tenant Based
- Support Services and Rental Assistance.
- Considered homeless while a participant
- HUD is encouraging phase out of TH programs

HOMELESS SERVICES

5) TRANSITIONAL HOUSING PERMANENT HSG.

- Phase out from facility-based transitional programs to Joint TH / Rapid Rehousing
- A New Day – new Joint TH/RRH program
- Participants stay at facility for 3 months and are referred to permanent housing.
- The facility stay is short term and permanently houses folks within 3 months rather than 12-24 months
- Moves them out of homeless status quicker

B. HOUSING SOLUTIONS

- Permanent Housing
- Homeless Prevention Services

Using a Housing First Model ...

HOMELESS SERVICES HOUSING FIRST

Housing First is a homeless assistance approach that prioritizes providing permanent housing to people experiencing homelessness, thus ending their homelessness and serving as a platform from which they can pursue personal goals and improve their quality of life.

This approach is guided by the belief that people need basic necessities like food and a place to live before attending to other issues, such as employment, or attending treatment for substance use and/or mental health issues.

Additionally, Housing First is based on the theory that client choice is valuable in housing selection and supportive service participation, and that exercising that choice is likely to make a client more successful in remaining housed.

HOMELESS SERVICES HOUSING FIRST (HF)

- The Housing First approach views housing as the foundation for life improvement and enables access to permanent housing without prerequisites or conditions beyond those of a typical renter.
- Housing First is an effective solution to homelessness
- It is cost effective – fewer people use emergency services, hospitals and jails if they are housed.
- Use of the supportive services often results in greater housing stability.
- HUD highly encourages CoCs to use the Housing First philosophy in operating RRH and PSH programs

HOMELESS SERVICES HOUSING FIRST (HF)

Before – Educate people to be housing ready....then
find housing

Now – House them first, then attend to readiness and
needs = HOUSING FIRST APPROACH

HOMELESS SERVICES

6) PERMANENT HOUSING (PH)

- 2 Types of PH :
 - a) Permanent Supportive Housing
 - b) Rapid Rehousing
- Both are solutions to homelessness
- Both provide supportive services and rental subsidies
- Both use the Housing First Model – no/low barrier access without preconditions
- Must be “literally homeless” for both models

HOMELESS SERVICES

6) PERMANENT HOUSING

a. Permanent Supportive Housing

Permanent supportive housing (PSH) is targeted to individuals and families with chronic illnesses, disabilities, mental health issues, or substance use disorders who have experienced long-term or repeated homelessness. It provides long-term rental assistance and supportive services.

- Must have a disability
- Not time-limited
- 3 programs under the DCHA
- 10 programs funded under non-profits
- HQS Inspections / Lead information/screening
- Uses Fair Market Rent's
- Master Leasing Model

HOMELESS SERVICES

6) PERMANENT HOUSING

b. Rapid Rehousing (RRH) - Provides short-term rental assistance and services. The goals are to help people obtain housing quickly, increase self-sufficiency, and remain housed. The Core Components of rapid rehousing—housing identification, rent and move-in assistance, case management and services

- Newer housing philosophy to decrease the length of time people are homeless
- Similar to TH, but is considered a permanent solution
- Time limited rental subsidy and supportive services
- Requires strong partnership between provider and client
- Requires client motivation and empowerment
- Houses people quickly ... reduces length of time homeless
- Rental subsidy amount can change over time

HOMELESS SERVICES

7) HOMELESS PREVENTION

- Prevention Services
 - Homeless prevention activities allow people who are homeless/near homeless to retain affordable housing or move to more affordable housing.
 - Includes the development of services to support individuals and families who are at risk of homelessness

Steps for homeless prevention services

**Meet with a CE/Housing
Assessment Specialist**

**Link and refer to prevention programs
if deemed potentially eligible**

**Assess and secure documentation for eligibility
and complete intake**

**Submit financial assistance application or
receive housing counseling**

HOMELESS PREVENTION

ELIGIBILITY CATEGORIES

- At Risk of Homeless
- Homeless under other Federal Statutes
- Fleeing/Attempting to Flee DV

HOMELESS PREVENTION

At risk of Homelessness

- Residence will be lost within 21 days of date of application
- No subsequent residence has been identified
- The individual or family lacks the resources or support networks need to obtain other permanent housing

HOMELESS PREVENTION

Homeless under Federal Statutes

- Unaccompanied youth under the age of 25 years of age, or families with children and youth, who do not otherwise qualify as homeless under the definition But:
 - Homeless under other federal statutes
 - Have not had a lease during 60 days prior
 - Experienced persistent instability
 - Can be expected to continue in such status due to special needs.

HOMELESS PREVENTION

Fleeing/Attempting to flee DV

- Is fleeing, or is attempting to flee DV
- Has no other residence; and
- Lacks the resources or support networks to obtain other permanent housing

HOMELESS PREVENTION

1. Financial Assistance for

- Rent Arrears
- First Month Rent
- Security Deposit
- Utility Assistance

2. Landlord Mediation

3. Housing Counseling

HOMELESS PREVENTION

1. Financial Assistance

- One time payments towards arrears to prevent eviction
- First months rent
- Security deposit
- Utility Assistance

2. Financial assistance is focused on housing stabilization and individuals must have suitable income to pay future rent and or utilities.

3. Awards vary based on funding source guidelines and client needs.

HOMELESS PREVENTION

Landlord Mediation

- Remove court fees/late fees
- Support with the development of repayment plans
- Represent as a liaison for resolving tenant/landlord disputes in order to retain housing

HOMELESS PREVENTION

- Housing Counseling
 - Resolve the crisis
 - Helping the person to attain at least enough stability to not fall back into a crisis after the financial assistance is granted
 - Helping the individual/family achieve greater stability with the development of a housing stability plan

WORKING TOGETHER ...

- You have vacant units We have a pool of ready-to-rent tenants = reduce marketing costs
- Smart Renters – Tenants received PREP training
- Help with security deposits
- Provide rental subsidies; regular and timely payments
- Supportive services/case managers
- Regular home visits
- Monitor unit condition; help prevent excessive damage

WORKING TOGETHER

- Neutral party to mediate problems
- Ongoing housing counseling and money management
- Gives you a chance to help others ... everyone deserves safe and affordable housing
- Your help and support is crucial in our goals to ending homelessness in Delaware County
- **Landlord Relief Fund – New program**

LANDLORD RELIEF FUND (LRF)

- New Pilot Program to support landlord involvement by forging new partnerships and maintaining existing relationships
- Promotes housing stability and successful tenancy
- Rapid Rehousing and Permanent Supportive Housing participants
- **Projected start date = July 1, 2019**
- Complete a claim form with program case manager
- Decisions made within 15 business days

LANDLORD RELIEF FUND (LRF)

Provides financial assistance/reimbursement to landlords or property owners who are faced with the following situations:

- Excessive property damage (damage that is beyond normal use and after security deposit is applied)
- Unpaid rent reimbursement due to abandoned units, rental arrears, evictions
- Court fees when eviction/possession is the “last resort”
- Arrears for former program participants (within 12 months post discharge)
- Other situations to be considered on a case by case basis

WORKING TOGETHER

Other ideas?

Thank you!!!