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745 REAL PEOPLE ~ REAL RESULTS in 130 Days

In the first 130 business days, the Housing Opportunities Support Teams (HOST) have prevented or ended the homelessness of 745 people – 299 unique households.

In May, 84 households including 228 individuals received the services and financial support needed to prevent or end their homelessness.

Beginning in April, the first families began to receive the financial support and assistance they needed to prevent or end their homelessness through the Temporary Assistance for Needy Families Emergency Contingency Fund (TANF ECF). The infusion of these dollars has already impacted many lives. This application, which is a combination of federal and local dollars where every local \$1 is matched with \$4 in federal money, has recently been approved by the state. Stay tuned for more specifics as the program is rolled out.

This is a success story from our outreach workers who work so diligently with the unsheltered.

Homeless Outreach Absolutely Not in Vain

A county resident was homeless for nearly 20 years. Struggling with substance abuse and abusive relationships, she began living in small wooded areas in South County. She was unable to stay in homeless shelters due to her alcohol dependence and challenging behavior when intoxicated. The resident did not meet the criteria for Fairfax County detox placement due to the level of support required to work with her because of her visual disability, behavior management challenges and medical needs.

However, the county resident was able to begin working with homeless outreach and was assisted with scheduling an appointment to complete a Supplemental Security Income (SSI) application. **After outreach helped her attend several additional appointments for her SSI application, she was approved! She was also referred to the Department of Family Services (DFS) for assisted living placement.** After she agreed to participate in medical detox she moved into the assisted living facility where her substance abuse and health issues were addressed and much-needed surgery was completed.

Shortly afterward, the resident had a friend pick her up from the assisted living facility and take her back to her old camp in the woods where she again chose to be homeless and began drinking shortly after her return. **Outreach continued to work with her after most service providers had given up hope.** After a stay in the hospital she was able to remain sober. Although still living in the woods, with new-found sobriety and a new lease on life, she became the person she was before. She has a lovely personality; she's funny, caring and even patient!

The county resident spent her last days in the woods taking care of homeless pets. Homeless outreach informed her that she may be eligible for a housing program and requested permission to complete the referral. She was hesitant to move out of the woods and felt guilty about leaving her friends. Outreach continued to discuss her options and she finally agreed to interview for housing. **She now lives in an apartment through a Housing First program that is run by New Hope Housing. She receives case**

management services and is able to address medical issues as they arise. She still takes care of a few homeless animals in her new neighborhood, but now she and the pets part ways in the evening — instead of spending the night together outside.

HOST HIGHLIGHTS

HOST (Housing Opportunities Support Team) provides flexible and adaptive services needed to help individuals and families obtain or maintain housing. The primary function of HOST is to coordinate and manage prevention, housing placement, and supportive services for those who are homeless or at risk of becoming homeless. Members of the HOST team will serve as a liaison to his or her organization/system and will work closely with other HOST members to create a cohesive and seamless system of service delivery.

Regional Updates

As the human services regions across the county continue to move us forward with the 10-Year Plan, here are some highlights to showcase their efforts in working with clients, partner organizations and the HOST system.

- **Northern Region** – In North County, under the HOST model, Connections for Hope and all of its partners (Helping Children Worldwide, Reston Interfaith, Jeannie Schmidt Free Clinic, Just Neighbors, Literacy Council of Northern Virginia, Fairfax County Community Services Board and Vecinos Unidos) are in the process of envisioning a system within the consortium to facilitate better coordination of services beyond short-term assistance. Reston Interfaith and its partners are working collaboratively with the Office to Prevent and End Homelessness (OPEH), local businesses and other faith-based organizations.

One example of the business relationship is the Deloitte IMPACT Day held June 11. Deloitte Consulting visited Connections for Hope for the day to work with representatives from the entire consortium of nonprofits to identify each organization's goals; assess capabilities; identify where the consortium could share in fundraising, share services, supplies, etc.; talk about high-performing teams and what it means to be a team.

Ongoing Region 3 meetings are happening around partnership and collaborations. There also is coordination of services and leveraging of many services including financial literacy, Northern Virginia Community College (NOVA)/navigator/auto repair, and Skill Source volunteers. In addition, there are collaborative funding opportunities (e.g., AmeriCorps), easier access to services for all clients, increased organizational impact and capacity, and finally a change in culture.

- **Central Region** – Over the last few weeks, Shelter House has **closed five community cases** in the Homeless Prevention and Rapid Re-housing Program (HPRP). All referrals for individuals or families that are at risk of becoming homelessness should contact Coordinated Services Planning (CSP) at 703-222-0880, TTY 711 to access this program. In Region 2, within the last two weeks **several of their clients have been contributing more to their monthly expenses and becoming more self-sufficient**, which will allow more people to take advantage of HPRP assistance.
- **Southern Region** – Region 1 continues to see how community case management is helping the men, women and families of the community in a significant way. **Budgeting, job search assistance, and housing location are just some of the tools New Hope Housing staff has utilized to help keep people housed and rapidly re-house others.** With those services, they have been able to successfully close some cases and are accepting referrals again.

Homeless Management Information System (HMIS) Update

Data Quality – To support our goal to develop data quality standards and establish a process to ensure HMIS data is continuously monitored, HMIS Agency Administrators attended a day of Learning and

Understanding Data Quality Reports. Providers were excited about their ability to view and utilize the data and the possibilities that HMIS reports bring to them. Here are some of the comments received from the day of learning: "Reports are easy to run and extremely helpful"; "I have been waiting for this training for YEARS! This is exactly what I need to monitor the data quality in my programs and run beautiful reports to reflect the work we are doing"; and "This training was very helpful in learning how to pull appropriate reports for your agency. The training was very practical and being able to use the live site was very helpful."

HPRP Data Quality Day – The next data quality day is scheduled for **June 28, from 9:30 a.m. to 4:30 p.m., at the Fairfax County Government Center, Suite 364.** This time has been designated to review and correct HPRP data in a manner that ensures higher data quality while doing so in a group setting with other service providers. At least one representative from each agency is asked to be present. Please confirm your attendance via e-mail to monica.foote@fairfaxcounty.gov.

PARTNERSHIP HIGHLIGHTS

New Business Partnership Effort

The Partnership to Prevent and End Homelessness is moving forward to begin more outreach and active engagement of businesses in the Fairfax-Falls Church community to support our goals of preventing and ending homelessness. This formal effort is being coordinated through OPEH and a sub-committee of the Governing Board chaired by Kathy Albarado, CEO of Helios HR, and in partnership with various nonprofits in the community. **Quarterly engagement and recruitment events will now be scheduled and implemented to engage business leaders and employers to support our efforts through financial, volunteer and/or in-kind support.** A kickoff will be held during the summer to begin this exciting effort. Look for future news and announcements in the coming months.

National Best Practices Gained with NAEH

The Fairfax County homeless service provider community is continuing its partnership with the National Alliance to End Homelessness (NAEH). **NAEH is sharing critical best practices with service providers to best achieve the 10-Year Plan to Prevent and End Homelessness.** The latest efforts to implement these best practices are a series of Critical Time Intervention (CTI) training in Washington, D.C. CTI is a time-limited intervention lasting approximately nine months. As homeless families and individuals are transitioning into the community, the client and case manager formulate a treatment plan, focusing on selected areas identified as crucial in facilitating the client's stability and community assimilation.

Most recently, NAEH coordinated a training with Fairfax County service providers (direct service staff) and Andrea White, co-founder of Housing Innovations, LLC in New York City and an expert in Housing First, to build case management skills as we focus on housing stabilization. **This training was a two-part series that allowed direct service staff to bring case studies to the group to discuss best ways to move forward using best practices we are incorporating.**

As a member of the Capacity Building Center at NAEH, Samantha Batko has worked with Fairfax County to provide technical assistance and capacity building support that has facilitated bringing additional national best practices into our community as we work to prevent and end homelessness. **Visit <http://abouthomelessness.blogspot.com/2010/06/peek-inside-fairfax-va.html> to review her blog comments and to learn more** about our success in the Fairfax-Falls Church community.

Homeless System Enhancements

Housing Locator Network – The Housing Locator Program is entering into a new partnership with OPEH and the Department of Housing and Community Development (HCD) to facilitate the referral process for Project Homes and Transitional Housing Homeless Preference vouchers. This effort is expected to bring a number of new vouchers into the HOST system on a regular monthly basis.

Subsidies are one of the most effective ways to guarantee housing affordability for HOST clients leaving homelessness, especially those with extremely low incomes. This new resource will no doubt empower Housing Locators throughout the Fairfax-Falls Church community to rapidly re-house even more households back into stable, affordable housing.

PARTNER PROFILE: Demands of Community Confirms Need to Expand

The Lamb Center (TLC) opened its doors in 1992 as a ministry of Truro Church to the underprivileged and homeless in central Fairfax. It was located in a small space above a pawnshop on Route 50 in the City of Fairfax. **Over the past 18 years, it has served thousands of the least and the lost with employment counseling, counseling for drug and alcohol abuse, strong coffee, breakfast, lunch, and spiritual and personal support.** In 2001, TLC moved to its current space at 3220 Old Lee Highway, a 3,500-square-foot retail building at Fairfax Circle. In 2006, TLC changed from a ministry of one church to its current status as a separate 501(c)3 nonprofit corporation. It is completely supported by private funding from hundreds of individuals and 40-50 churches.

Economic hard times have strained its physical resources in recent years. The building is small and poorly designed for adequate use. The Lamb Center board has made finding a new location its top priority. **To facilitate the search for a new location, TLC organized a task force in 2008 to prevent and end homelessness, which has worked in concert with Fairfax County's program.** They have also set up a relocation committee composed of real estate professionals to look for space.

At its heart, The Lamb Center is a collection of stories – the stories of those who come for many reasons: seeking a haven from the weather, relief from exhaustion, help with getting or keeping a job, or gathering with believers for fellowship and religious study. Some of their guests can be helped comparatively easily over a few weeks or months. For others, transformation may take many months and even years.

The Lamb Center today is at a crossroads said the board of directors, "We are aware of the deficiencies of our current location. We have negotiated a floating six-month extension of the current lease set to expire Sept. 30, 2010. Despite our best efforts, we have not yet been able to find a new space."

SAVE THE DATE

Orientation on New Permanent Supportive Housing Opportunity for Families

On June 28 from 9:30-11 a.m. in Room 206, Pennino Building, OPEH and DFS will conduct an orientation on the **conversion of the 20 homeless unit transitional program, called the Reaching Independence through Support and Education (RISE) Program, to a new Permanent Supportive Housing (PSH) model.** The new PSH program will provide stable, long-term affordable housing with wraparound services to households that have:

- A head of household with a disability.
- At least one child under age 18.
- Child Protective Services involvement.
- Are currently homeless and have a history of homelessness and unstable housing.
- Have multiple service needs that require an intensive and well-coordinated housing and services approach.

At this meeting we will further explain the targeted population for the program, review program operations and services, discuss the referral and selection process, and make applications available. Screening of referrals for the program will be coordinated by DFS and selection will be done by a panel composed of representatives from DFS and three nonprofit partners, Reston Interfaith, Shelter House and New Hope Housing. Case management will be provided by those partners; the housing units utilized by program participants are privately rented apartments spread throughout the county. **We anticipate that we will be able to begin moving families into available program units on or about Aug. 1.**

If your agency is a homeless service provider that works with this population, we encourage you to send a representative to this meeting on June 28. If you have further questions, contact Mike Finkle at Michael.Finkle@fairfaxcounty.gov.

SIDEBAR

Continuum of Care Update

The Continuum of Care (CoC) registration for 2010 is complete and local planning is underway in anticipation of the release of the U.S. Department of Housing and Urban Development Notice of Funding Availability (HUD NOFA) in July. HUD funds housing and services for people who are homeless through the annual NOFA process.

HUD is accepting comments until June 21, 2010, on the proposed new definition of homelessness that will be implemented under the Homeless Emergency and Rapid Transition to Housing (HEARTH) Act signed into law last year. Information about the HEARTH Act, and the proposed rule on the definitions, can be found at <http://www.hudhre.info/hearth/>.

TRAINING & COMMUNICATIONS

Tier Training

In order to increase activity and efficiency in the Training and Change Management group, the group has been split into three tiers that each focus on training and communication at different levels. Tier 1 addresses community forums; Tier 2 addresses Regional Training and Communication; and Tier 3 addresses direct service training and communication. A designated training and change management leader will head the coordination of training and communication at each tier.

Tier 2 – [Fairfax County Department of Systems Management for Human Services](#) (DSMHS) regional offices serve as localized entities focused on strengthening our neighborhoods by **connecting individuals and organizations with information and resources, fostering and creating opportunities for collaboration and facilitating communitywide efforts**, such as the 10-Year Plan to Prevent and End Homelessness.

The regional meetings hosted by DSMHS provide a regional framework for planning activities, active problem solving, capture of feedback and identification of emerging trends. **These meetings feature regular updates on the 10-Year Plan** to Prevent and End Homelessness, as well as updates on a multitude of related human services initiatives and projects. In order to increase communication and collaboration between all service providers involved in the 10-Year Plan, **it is important that the providers participate in these regional planning efforts**. To get linked to the appropriate meeting, project or initiative in your region, refer to the information below.

Region 1 – Meetings are the second Monday of every other month from 10 to 11:30 a.m. at South County Center, 8350 Richmond Hwy, Suite 505, Alexandria. **For more information**, contact Maria.Franco-Nativi@fairfaxcounty.gov or call 703-704-6354, TTY 711.

Region 2 – Meetings are the second Monday of each month from 10 a.m. to noon at the DSM offices, 6245 Leesburg Pike, Suite 300, Falls Church. **For more information**, contact Jackeline.FernandezReyes@fairfaxcounty.gov or call 703-533-5701, TTY 711.

Region 3 – Meeting on Monday, Aug. 23, from 10 a.m. to noon at 11484 Washington Plaza West, Suite 140, Reston. **For more information**, contact Denise Taramasco Isabel.Taramasco@fairfaxcounty.gov or call 703-787-4962, TTY 711.

Region 4 – Meetings are the last Friday of each month from 9 to 11 a.m. The meeting locations vary. **For more information**, contact Paulette.White@fairfaxcounty.gov or call 703-324-5285, TTY 711.

Tier 3 – The Training and Change Management Task Group has completed the two-part **Housing Stabilization and Case Management Skills Training** for all direct service staff. The in-depth training provided staff the opportunity to discuss their most difficult cases with colleagues and Housing First expert Andrea White. **Over 80 individuals from approximately 15 agencies attended this training.** We are looking for more training sessions to spread around, so if you or your agency is interested in a particular topic around homelessness, Housing First or the 10-Year Plan, contact joe.meyer@shelterhouse.org with ideas.

HMIS Training

All trainings are held at the Fairfax County Government Center, Suite 364, 12000 Government Center Parkway, Fairfax. **Training registration is on a first-come, first-served basis, with 12 seats available at each session.** Register via e-mail with monica.foote@fairfaxcounty.gov. Refresher training topics are being solicited; e-mail your suggestions to

- **Sept. 14** – 8:30 a.m. to 4:30 p.m. ✧ New HMIS User Training
- **Sept. 15** – 1 to 4 p.m. ✧ HMIS Refresher. Topic *to be determined*, submit your suggestions via e-mail to monica.foote@fairfaxcounty.gov.

June 14, 2010 - Prepared by the [Fairfax County Office to Prevent and End Homelessness](#) and the [Fairfax County Office of Public Affairs](#). To request this information in an alternate format, call 703-324-9492, TTY 711. A Fairfax County, Va., publication.