

Bringing People Home: Housing First to End Homelessness



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Overview

- ⌘ Community Shelter Board Model
- ⌘ Guiding Principles
- ⌘ Framework
- ⌘ Initiatives
 - ☑ Front Door Shelter
 - ☑ Family Housing Collaborative
 - ☑ Tier II Shelter

Community Shelter Board

- ⌘ The Community Shelter Board was created in 1986 to respond to the growing needs of homelessness in Franklin County.
- ⌘ Non-profit intermediary
 - ☑ Funder – shelter, supportive housing, and related services
 - ☑ Planning – Continuum of Care, system, funder collaborative
 - ☑ Coordination of services
- ⌘ *"It is unacceptable for anyone in our community to go without food or shelter for even one night."*
Mel Schottenstein, CSB Founder

Guiding Principles

- ⌘ Housing is basic human need – must be affordable and safe.
- ⌘ Families are better off in "home-like" settings rather than institutions.
- ⌘ Basic needs met first – recovery, parenting, education met after basic needs met.

Guiding Principles (cont.)

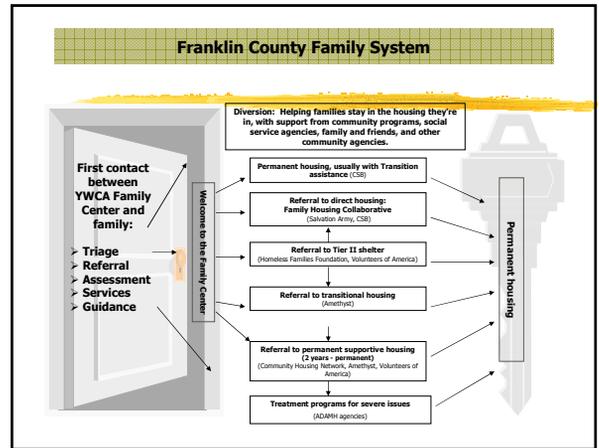
- ⌘ Families can set own goals, manage their homes, and take charge of their lives.
- ⌘ Services should be focused on families and individual members of the family.
- ⌘ Healthy families create health communities and healthy communities support healthy families.

Housing 1st Philosophy (vs. Housing 2nd)

- ⌘ Housing 1st = Priority is housing placement with services available (voluntary)
 - ☑ Unlike Housing 1st approaches for single adults, additional consideration must be given to ensure safety for children
 - ☑ Not "housing only"
- ⌘ Housing 2nd = Priority is treatment/rehab (services required) with housing upon completion

System Framework

- ⌘ Prevention
- ⌘ Diversion
- ⌘ Minimize shelter stay
- ⌘ Move to appropriate housing quickly
- ⌘ Create permanent supportive housing
- ⌘ Measures results and manage for outcomes



System Design Characteristics

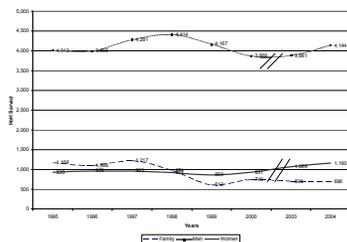
- ⌘ Extensive housing partnerships, including subsidized housing
- ⌘ Access to short-term rental assistance
- ⌘ Highly collaborative
 - ☑ Regular system meetings
 - ☑ MOA's among agencies
 - ☑ Shared resources

System Design Characteristics (cont.)

- ⌘ High accountability among shelters due to transparency
 - ☑ Shared HMIS
 - ☑ Daily bedlist
 - ☑ Quarterly indicators
 - ☑ Annual program evaluations
 - ☑ Weekly/monthly coordination meetings – systemic approach to “staffing” hard-to-place families

System Trends

Households* Served in Emergency Shelter System, CY 1995-2004

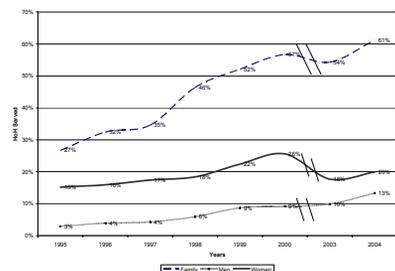


* denotes missing 2001 and 2002 calendar years

*Households are based on head of household for the family system and all clients for single adult systems.

System Trends

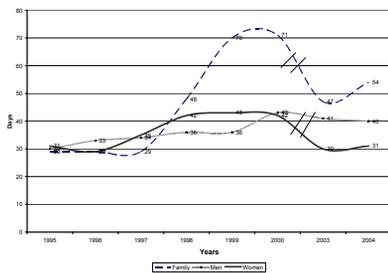
Successful Housing Outcomes by Shelter System, CY1995 -2004



* denotes missing 2001 and 2002 calendar years

System Trends

Average Length of Stay by Shelter System, CY1995 -2004



% denotes missing 2001 and 2002 calendar years

Front Door Shelter

- ⌘ Single point of entry to family system – 24/7 access.
- ⌘ Supply of shelter beds expands to meet demand – no family turned away due to lack of space.
 - ⌘ 50 family capacity at center
 - ⌘ Additional motel capacity as needed – “back-door overflow”
- ⌘ Triage before intake – call or walk in clients
- ⌘ Housing First philosophy – assertive and quick housing placement
- ⌘ Coordinated with Tier II shelters, direct housing, supportive housing, subsidized housing and other housing resources
- ⌘ Collaboration is key

YWCA Family Center Mission

The YWCA Family Center seeks to reduce the impact of homelessness on children and families through prevention, assessment, intervention, and referral services.

YWCA Family Center



YWCA Family Center

- ⌘ Supportive services
 - ⌘ Individualized case management
 - ⌘ Resource center
 - ⌘ Life skills
- ⌘ Child & youth programming
 - ⌘ Licensed childcare
 - ⌘ Out of school programming
 - ⌘ Recreation and leisure
- ⌘ Columbus Public Schools onsite
 - ⌘ Transportation, enrollment, TB testing, assessments

YWCA Family Center

- ⌘ Collaborative partnerships
 - ⌘ Housing
 - ⌘ Health care
 - ⌘ Legal
 - ⌘ Public assistance
 - ⌘ AmeriCorps program
 - ⌘ Congregations
 - ⌘ Universities
 - ⌘ Built-in office space for community partners

Facility and Program design

- ☒ Paradigm shift –impact on volunteers, staff, families, etc.
- ☒ NIMBY management strategies
- ☒ \$7 million investment with help from public, private, corporate sectors
- ☒ New construction with design for families and children
- ☒ Input from stakeholders including families, volunteers, staff, neighbors, funders, donors, etc.
- ☒ Kitchen, “programming wing,” greenspace, playgrounds, hotel keycard system, residential scale

Front Door Shelter Results

Reduces homelessness

- 40-50% of contacts don't need to come to shelter
- Decline in daily demand for shelter

Successful in re-housing within short time

- 65% families sheltered move to next step housing
- Average length of stay = 20 days
- No maximum LOS if progress is being made

Achieves long-term success

- Recidivism < 1%



Family Housing Collaborative

- ⌘ Direct housing approach to quickly relocate families to permanent, affordable housing, followed by home-based case management
- ⌘ Short-term rental assistance
- ⌘ Intensive support services (3-6 months)
- ⌘ Partnership with local PHA
- ⌘ Service Provider, Front Door Shelter, and Fiscal agent

FHC Target Population

- ⌘ Homeless families staying at the YWCA Family Center --
 - desire an independent, stable apartment;
 - have or will have, within 30 days, income and community-based supports sufficient to be independent;
 - are appropriate for permanent housing; and
 - are **unable** to obtain or maintain an apartment due to barriers primarily related to income, employment, debt and/or previous evictions.

FHC Results

Quick re-housing

- Assessment and referral time shortened as the project progressed – typically <30 days.

Successful housing outcomes

- 77-90% successful in securing permanent housing

Breaks the cycle of homelessness

- < 1% do not have subsequent shelter stay

Cost effective

- \$1,065 FHC vs. \$6,410 - Tier II shelter (per hh served)

Tier II Shelter

- ⌘ Referrals from Front Door Shelter
- ⌘ Short-term apartment setting
- ⌘ Case management and community linkages
- ⌘ Housing First philosophy – assertive housing placement
- ⌘ No sobriety/treatment requirements for admission

Homeless Families Foundation Mission

To provide shelter, support, stability and nurturing for homeless children and their families as they prepare to acquire and maintain permanent housing.

Homeless Families Foundation

- ⌘ 46 furnished studio, 1, 2, 3, and 4-bedroom apartments
- ⌘ Individualized case management
- ⌘ Extensive children and youth programming
- ⌘ Collaborative partnerships



Tier II Shelter Results

Serves hardest-to-serve families

- About one-half are actively using at time of admission
- Multiple barriers to housing (credit, legal, etc.)

Successful in re-housing

- 87% families sheltered move to permanent housing
- Average length of stay = 71 days

Achieves long-term success

- Recidivism < 1%

Family System Successes

- ⌘ Seamless system for families
 - ☑ Single point of access
 - ☑ Clear admission practices
 - ☑ Continuity of services
- ⌘ Shared values & shared goals
 - ☑ Value unique role for each
 - ☑ 100% commitment to housing outcomes as primary purpose
 - ☑ 100% commitment to increasing community resources for families

Family System Successes

- ⌘ Problem solve well both outside and within the shelter system
 - ☑ Partnership with Columbus Public Schools has significantly reduced school mobility
 - ☑ New demonstration program provides wrap around services for children with severe needs (Project Extending Hope)
 - ☑ Childcare and after school programming critical components to ensuring parents' success

Family System Successes

- ⌘ Responsive & nimble to changes
 - ☑ Demand for shelter fluctuations
 - ☑ Created replacement program upon 90 days notice of family shelter closing
- ⌘ Generally high trust among agencies and CSB

Challenges

- ⌘ Lack of affordable housing
- ⌘ Services for actively using families
- ⌘ Lower employment rates; lower "employability"
- ⌘ Declining household incomes
- ⌘ Families with multiple episodes and/or long-term homelessness
- ⌘ Very young mothers with limited skills
- ⌘ Mobility of kids in schools
- ⌘ Few options for large families
- ⌘ Special needs of immigrant populations

Wish List

- ⌘ More affordable housing and more transitional supports for families exiting shelters
 - ☑ New direct housing pilot for Tier II shelters
- ⌘ Supportive housing for actively using families
 - ☑ Exploring new partnerships and program designs
- ⌘ More community prevention resources
- ⌘ Better paying jobs, quality education, and better community supports for families
- ⌘ Stronger network of services for secondary migrants



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