

# Regional Summit on Homelessness Overview

Presentation to the Interagency  
Commission on Homelessness

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Wednesday, March 18, 2015



# Regional Summit on Homelessness

**Date Held:** Tuesday, March 17, 2015

**Location:** Progress Place, 8210 Dixon Avenue, Silver Spring

**Time:** 10:00 a.m.-12:00 noon

## **Principals:**

- The Honorable Rushern L. Baker III, County Executive, Prince George's County, Maryland
- The Honorable Muriel E. Bowser, Mayor, District of Columbia
- The Honorable Isaiah (Ike) Leggett, County Executive, Montgomery County, Maryland



# Purpose / Overview

- Homelessness is largely about
  - the lack of access to affordable housing,
  - a trained workforce with jobs that pay a living wage, and
  - sustainable support networks.
- We need to eliminate barriers that restrict people's access to opportunities and foster access to benefits and/or supports needed to make their mobile situation(s) work.
- In addition, we need to provide a comprehensive safety network for those experiencing behavioral health challenges and for whom mainstream interventions are not effective.

# Purpose / Overview

## ■ Why Us?

- Invisible borders
- Shared Goals
- Political Will

## ■ Why Now?

- Rising housing costs: The DC Metro region is one of the least affordable in the Country
- Our residents are recovering from a long recession and many households have exhausted their resources and support networks, leaving them financially, emotionally and socially less resilient than ever before.
- Opportunity to leverage and target resources around common issues facing all three jurisdictions
- Heightened federal commitment and focus supporting this work
- Collaborative local leadership including the chief executives and senior county staff

# Presentations

- We cannot end homelessness without attacking its root causes and this summit paves the way for us to:
  - collaborate regionally in four strategic areas, each offering opportunities
  - for sharing of data and best practices,
  - regional planning and development,
  - collaborative client focused system of services and joint funding and fundraising.
- We are committed to solving homelessness for every person and are laying the foundation to do that work
- **Four Cornerstones:**
  1. Affordable Housing
  2. Workforce Development (Livable Wage Jobs)
  3. Economic Development
  4. Supportive Services (both service coordination and benefit access include specialized chronic homeless and behavioral health responses)

# Regional Coordinating Council on Homelessness

- A Regional Coordinating Council on Homelessness with Executive level membership from each of the three jurisdictions has been established and charged with the development and implementation of an actionable plan to work towards permanently ending homelessness in the Washington Metropolitan Area.

# Continuum of Care Committee Reports

Presentation to the Interagency  
Commission on Homelessness

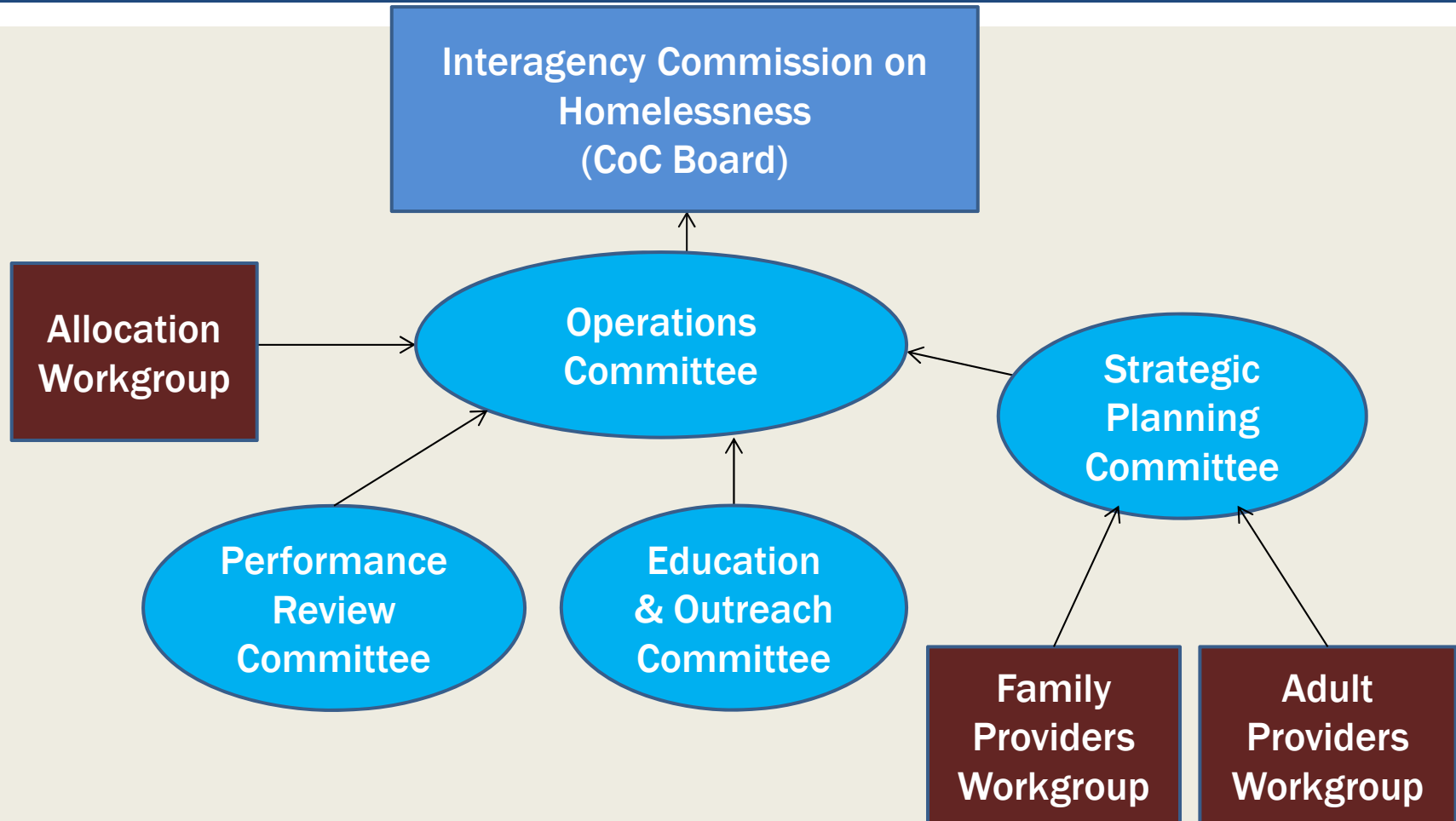
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# Continuum of Care (CoC) Organizational Chart



# Community Outreach and Education Committee

# Community Outreach and Education Committee

**Jimmy Frazier-Bey**  
Chair

**Leslie George**  
Co-Chair

**Objective:** Provide education and outreach to the community on homeless issues.

## Responsibilities

- Provide education to the Community on homeless issues
- Providing research and national best practices to other committees and workgroups
- Publishing and disseminating an open invitation annually for persons within the Montgomery County CoC to join the Committee
- Identifying and addressing membership of key providers and vital stakeholders
  - Committee has identified additional stakeholders to invite

**Next meeting: Monday, April 6 at 2:00-3:30p**  
**Rockville Memorial Library, 3<sup>rd</sup> Floor**

# Community Outreach and Education Committee

## Accomplishments

### 1. Drafting the Homeless Services Guide Brochure.

#### Crisis Lines

**ADULT PROTECTIVE SERVICES**

24 Hour Hotline 240-777-3000  
240-777-4815 (TTY)

**ABUSED PERSONS PROGRAM**

24 Hour Crisis Line 240-777-4673 (V)  
240-777-4815 (TTY)

**CHILD ABUSE AND NEGLECT HOTLINE**

24 Hour Hotline 240-777-4417  
240-777-4815 (TTY)

**Crisis Center**

24 Hour Hotline and Mobile 240-777-4000 (V)  
Crisis Outreach Unit 240-777-4815 (TTY)

Mobile Crisis Outreach Unit responds anywhere in Montgomery County to provide emergency psychiatric evaluations

**HHS Information and Referral Line**

Monday-Friday 311 or  
7:00 a.m.-7:00 p.m. 270-777-0311

Montgomery County government's telephone number to find government programs and services.

**POLICE (NON-EMERGENCY)**

Montgomery County 301-279-8000

**Veterans Crisis and Suicide Line**


Confidential help for 1-800-273-8255  
Veterans and their families.

**VICTIM ASSISTANCE | SEXUAL ASSAULT**

24 Hour Crisis Line 240-777-4357 (V)  
240-777-1347 (TTY)

[www.montgomerycountymd.gov/ICH](http://www.montgomerycountymd.gov/ICH)

March 2015



#### Interagency Commission on Homelessness

## Homeless Services Guide

Montgomery County Government  
Interagency Commission on Homelessness  
401 Hungerford Drive  
Rockville, Maryland 20850  
240-777-4595 (Office)  
240-777-1494 (Fax)  
[www.montgomerycountymd.gov/ICH](http://www.montgomerycountymd.gov/ICH)

#### Homeless Services for Single Adults

- Homeless Single Adults can access shelter through any of the Day and Outreach Services.
- In addition, information regarding the homeless system can be obtained 24 Hours | 7 days a week at the **Montgomery County Crisis Center**:  
1301 Piccard Drive, 1st Floor  
Rockville, Maryland 20850  
240-777-4000 (V) • 240-777-4815 (TTY)

#### Homeless Services for Families and Homelessness Prevention Services

- Homeless Families are assessed in the three Regional Service Centers of DHHS/Emergency Services. Once confirmed as homeless, the family is referred to one of three Assessment Shelters.
- Limited financial assistance to address housing emergencies in order to prevent homelessness including past due rent, past due utilities, security deposit, moving or storage expenses.
- Assistance is available also for burial expenses for those who meet the qualifications.

**DEPARTMENT OF HEALTH AND HUMAN SERVICES  
REGIONAL SERVICE CENTERS**

Rockville Office 1301 Piccard Drive, 2nd Floor	240-777-4550 (V) 240-777-4410 (TTY)
Silver Spring Office 8818 Georgia Avenue	240-777-3075 (V) 240-777-1478 (TTY)
Germantown Office 12900 Middlebrook Lane, 2nd Floor	240-777-4448 (V) 240-777-3071 (TTY)

**Regional Service Centers Hours of Operation:**  
Monday-Friday 8:30 a.m.-5:00 p.m. on a first-come, first-serve basis or Tuesday evening from 5:00-7:00 p.m. by appointment only.

#### Day and Outreach Services

**PEOPLE ENCOURAGING PEOPLE**

251 North Stonestreet Avenue 301-637-6700  
Rockville

**BETHESDA CARES**

7728 Woodmont Avenue 301-907-9244  
Bethesda

**CITY OF GAITHERSBURG  
Homeless Assistance Program**

Homeless Advocate 301-258-6390  
1 Wells Avenue, Gaithersburg

**COMMUNITY VISION**

8210 Dixon Avenue 301-585-4471  
Silver Spring

**HOPE RESTORED, INC.**  
"Community Intermediaries and Advocates"

1319 Apple Avenue 301-587-1490  
Silver Spring

**MONTGOMERY AVENUE WOMEN'S CENTER**

12250 Wilkins Avenue, Rockville 301-984-7765  
Daily 8:00a-6:00p  
Saturday | Sunday 8:00a-2:00p

#### Neighborhood Opportunity Network Sites

Catholic Charities | 301-942-1790  
12247 Georgia Avenue, Silver Spring  
Wednesdays only

Family Services, Inc. | 301-840-2000  
610 Diamond Avenue, Gaithersburg  
Thursdays only

# Community Outreach and Education Committee

## Accomplishments

2. A definition of a Veteran for use in the Zero:2016 Campaign to End Veteran Homelessness Eligibility for services depends on many factors and this definition is for the sole purpose of counting Vets that are housed within our system for the Zero:2016 campaign.

“A Veteran is any individual experiencing homelessness who has served on active duty in the United States Military, regardless of discharge status. The active duty requirement is not time restricted, which means that it applies to any length of service beyond training/boot camp.”

# Community Outreach and Education Committee

## Future Project

1. How are we defining someone homelessness in our community? Whom are we serving? What are the criteria to be served?
2. What it means to End Homelessness? Continue to develop our plan of action and coordinating with other committees.
3. How can we educate our community on the issues of homelessness and engage them in problem solving strategies?
4. Working on educating consumers on resources available to prevent homelessness; working to keep individuals and families housed before they become homeless.

# Performance Review Committee

# Performance Review Committee

**Denise Fredericks**  
**Chair**

**Sharon Sierra-Koscinski**  
**Co-Chair**

- **Objective:** Review and monitor aggregate Continuum of Care-wide performance for all the Continuum of Care programs.

## **Responsibilities and upcoming projects**

### **Overview of HUD Performance Measures by monitoring:**

- Program Bed Utilizations
- Exiting Clients to Permanent Housing from Emergency and Transitional Shelters
- Increasing income via employment
- Increasing income via entitlement
- Obtain Non-cash benefits

### **Subcommittee will focus on:**

- Development of a Logic Model
- Review each program outcomes and identify any program vulnerabilities and/or barriers for improvement
- Review Shortfalls within the service system

**Next meeting: Tuesday, April 7 at 3:30-5:00p-Rockville Memorial Library, 3<sup>rd</sup> Floor**



# Performance Review Committee

## Accomplishments

- Held two meetings with representation from Outreach, Emergency, Transitional and Permanent Supportive Housing Providers;
- Discussed gaps in representation including a former homelessness person and auxiliary service providers - recruitment for these underway;
- Aggregate data around the HUD Performance Measures should be appropriate to program type; ES would have different measurements than Permanent Supportive Housing.
- Prioritize data points that impact client success.
- Reviews will include both extracting data from the Homeless Management Information System (HMIS) and program analysis (an understanding of service delivery).

# Performance Review Committee

## Future Projects

- Solidify project type performance measurements and baselines
- Set reasonable targets for data quality maintenance
- Determine frequency and methodology of measurement (quarterly, semi-annually or annually, as part of contract monitoring or independently by the committee, etc...)
- Educate Providers on measurements and expectation
- Determine service-gaps and success models

# Strategic Planning Committee

# Strategic Planning Committee

**Susie Sinclair-Smith**  
Chair

**Sara Black**  
Co-Chair

- **Objective: Develop, monitor and update the Continuum of Care's Strategic Plan to end homelessness.**

## **Responsibilities and upcoming projects**

- **Implement, monitor and update the Montgomery County Strategic Plan to end homelessness.**
  - **Strategic Plans are expressions of dreams and visions of successful results**
  - **Strategic Plans function as the blueprint of “how” to build something**

**Next meeting: Wednesday, April 15 at 2:30-4:30p**  
**Rockville Memorial Library, 3<sup>rd</sup> Floor**

# Strategic Planning Committee

## Montgomery County 10-Year Plan to End Homelessness

### **Populations Goals Overview**

- Prevent and End Homelessness among Veterans by 2015
- Finish the job of ending chronic homelessness by 2017
- Prevent and end homelessness for families, youth and children in five years by 2020
- Set a path for ending all types of homeless

# Strategic Planning Committee

## Two Tracks

### 1. How will Strategic Planning Committee will operate and connect to Commission and Committees:

- Submit annual report to Commission each November that will include:
  - ✓ Annual Gaps Analysis based upon Point In Time Census Data
  - ✓ First-year Progress on Strategic Plan Implementation
  - ✓ Action Plan for Next Year
- Identify Commission Members to Serve on SPC, Assign SPC Liaison to each Committee, Request Data/Information from other Committees to Advance Plan's Implementation

### 2. Develop Implementation ACTION PLAN with immediate and longer-term priorities:

- Conduct survey to identify first-year ACTION PLAN priorities
- For each priority, identify needed:
  - ✓ Resources
  - ✓ Collaboration between government agencies, non-profit providers and other partners
  - ✓ Action steps to achieve goal

# Strategic Planning Committee

## Accomplishments

- Established Strategic Planning Committee's:
  - role,
  - accountability framework, and
  - membership needs
- Compiled information to identify first-year priorities of ACTION PLAN to implement Montgomery County's Strategic Plan to End Homelessness

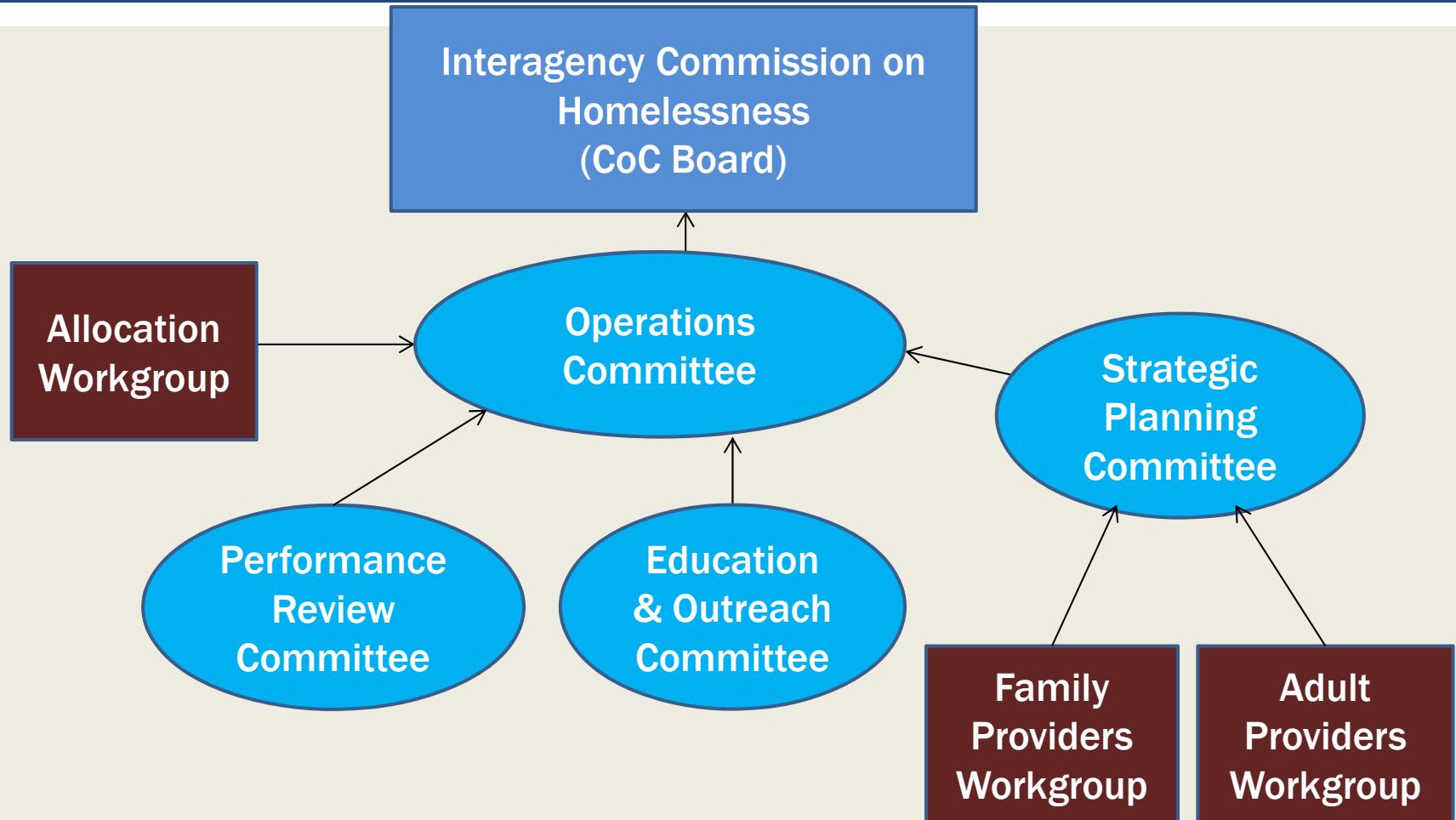
## Future Projects

- Identify first-year priorities and the resources and collaborations needed for each.
- Develop draft year-one Action Plan
- Expand Strategic Planning Commission membership to include key stakeholders from the Commission, and develop subcommittees / workgroups for key priorities with broader membership

# Operations Committee



# Continuum of Care (CoC) Organizational Chart



# Operations Committee

**Nadim Khan**  
**Chair**

**Priscilla Fox Morrill**  
**Vice Chair**

- **Objective:** Responsible for the day-to-day operations of the Continuum of Care.

## **Responsibilities and upcoming projects**

- Coordinate the system of care
- Develop and recommend policies and procedures for approval by Commission
- Plan CoC activities in coordination with appropriate groups including all other committees, subcommittees and work groups
- Review summary reports from all activities of committees, subcommittees, and workgroups;
- Approve all membership applications,
- Responsible for holding meetings of the full CoC membership, with published agendas, at least semi-annually
- Coordination of the full CoC to adopt, follow, and update annually a governance charter in consultation with the collaborative applicant and HMIS lead

**Next meeting: Wednesday, April 22, 3:30-5:00p, Rockville Memorial Library, 1<sup>st</sup> Fl. Conference Room**

# Operations Committee

## Accomplishments

- We have received Approval of the CoC Governance Charter from the CoC Community Wide Meeting held on February 25, 2015.
- Point-in-Time Survey was conducted on January 28, 2015.
  - Numbers are being tabulated and report is being developed.
  - COG Board will receive the final report on May 13, 2015.
- We are in the process of developing Written Standards for CoC Operations

# Written Standards

## Accomplishments

- The CoC (and ESG) Program interim rules requires a CoC to consult to develop written standards for administering assistance, in order to:
  - Establish community-wide expectations on the operations of projects within the community
  - Ensure the system is transparent to users and operators
  - Establish a minimum set of standards and expectations in terms of the quality expected of projects
  - Make the local priorities transparent to recipients and sub-recipients of funds
  - Create consistency and coordination between recipients' and sub-recipients' projects

# Written Standards

## Accomplishments

- The written standards must include policies and procedures for:
  - Evaluating **eligibility** for assistance
  - Determining and prioritizing which eligible individuals and families will receive “**what assistance**” in “**what order**”
  - The projected target date for completion and approval of written standard by May, 2015
- Examples are :
  - We must be specific and use detailed language
  - Address any unique eligibility requirements for assistance (e.g., disability or subpopulation)
  - Reflect the homeless population and subpopulations within the CoC (i.e. veterans)
  - Reflect the housing and service resources available within the CoC (i.e. Permanent Supportive Housing)
  - Reflect local and national targeting priorities (local and USICH/HUD populations)

# Family Homelessness in Montgomery County

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# Family Homelessness

- Family homelessness is caused by the combined effects of:
  - lack of affordable housing,
  - unemployment,
  - limited access to resources and supports,
  - health and mental health challenges,
  - the challenges of raising children as a single parent, and
  - experiences of violence.
- As the gap between housing costs and income continues to widen, more and more families are at risk of homelessness.
- Even a seemingly minor event can trigger a catastrophic outcome and catapult a family onto the streets.

# Family Homelessness

- Families experiencing homelessness are under considerable stress.
- Homelessness is a devastating experience that significantly impacts the health and wellbeing of adults and children.
- Often, members of homeless families have experienced trauma.
- These experiences affect how children and adults think, feel, behave, relate, and cope.



# Family Shelter Statistics

Family Shelters	Year Round Capacity	Total Beds Available
Greentree Shelter	13 Families	42
Helping Hands	8 Families	23
Stepping Stones	6 Families	29
Total Year Rounds Capacity	27 Families	94 Beds
Motels	60 Households	150 Beds

# Family Emergency Shelters

- Montgomery County continues to provide emergency shelter to households with children through three family shelters with the capacity to serve 27 families.
- An additional 15 families can be served through the County's domestic violence shelter.
- Local motels are utilized as Family Shelter overflow and have the capacity to house 60 additional families.
  - During the month of January 2015, 88 households were served in motel overflow shelters as compared to January 2014, there were only 55 households served (60% increase).
  - The average length of stay in family shelters was 86 days during January 2015 as compared to 72 days in January 2014.
  - The family shelter waitlist remained high at 45 during January. Families continued to have multiple housing barriers, including previous evictions, poor credit, large utility debt, medical complications, and no to low income.
  - Number of young adults households (18-24 year old) served has increased during recent years

Year	FY13	FY14	FY15 as of January
Number	62	78	72

# County Services Added to Help Families

- FY14—Federal Emergency Solution Grant provided Rapid Re-Housing for 15 family households.
- FY14—Housing Initiative Program served 5 additional families.
- FY15—County Rapid Re-Housing Program served an additional 20 family households.
- FY15—Rapid Re-Housing Request for Proposal was out and proposals are being reviewed to serve an additional 20 Young Adults households.
- Special Needs Housing initiated Intensive Team Meetings with participation from Child Welfare Services, Behavioral Health, and other vendors to staff families in hotel over 90 days. There were 8 meetings in January.