



Continuum of Care Bi-Annual Community-Wide Meeting

County Council Office Building
100 Maryland Avenue, Third Floor Hearing Room
Rockville, Maryland 20850
Wednesday, May 24, 2017 | 3:30-5:00 p.m.

Housing First Implementation Plan

Review of accomplishments and vision for the future





Paradigm Shift

Moving the system toward a Housing First and
Person Centric Orientation

Underlying Principles of Housing First

- Low barrier access to services
- Choice and self determination
- Community integration
- Housing orientation

Person Centric

- Creating a system that is based on the needs of the population vs. available resources and existing program models
- Shifting the focus from shelter to housing

Understanding the Data

- Increasing the use of a common assessment tool (VI-SPDAT)
- Using the VI-SPDAT and other tools to determine service needs
- Exploring the use of common evidence based assessment tools for families
- New DHHS case management system to review homeless prevention data and shelter data



Homeless Prevention/ Housing Stabilization Services

Grant Expenditure Update

| Crisis Intervention \$ | FY14 | FY15 | FY16 |
|-------------------------------|--------------|-------------|-------------|
| # of Applications | 6,279 | 5,479 | 5,398 |
| # of Grants | 3,749 | 3,745 | 3,120 |
| Average Grant | \$779 | \$852 | \$907 |
| Total Grant Amount | \$ 2,927,127 | \$3,190,593 | \$2,830,328 |

- Year to date for applications, we are down 10% in requests for assistance through February (FY17 over FY16) but expenditures are up 2%.

Rental Assistance Program (RAP)

- Shallow rental subsidy offering ~ \$200 monthly
- Exploring the opportunity to create more flexibility in the program in the amount of subsidy offered and giving a preference for homelessness
- FY16 ~ 1,688 households served in RAP

Energy Assistance Program

- Provides ongoing utility subsidy and support with arrearages
- The current need has remained mostly stable
- Supplemental Targeted Energy Program (STEP)
- Energy Coach Network



System Transformation

Coordinated Entry System

- Expanding where the assessment/screening tool can be administered
 - Jails
 - Hospitals
 - Meal programs
 - Libraries
- Family system to mirror single adult system

Street Outreach

- Expanding capacity
- Common expectations
- Coordinated effort
- Targeted services
- Services provided to over 500 people per year

Emergency Shelter for Single Adults

| | Served in Emergency Shelter | Average Length of Stay |
|------|--------------------------------|---------------------------|
| FY16 | 1,303 | 153 days |
| FY15 | 1,162 | 53 days |

Need to provide more hands-on services in the shelter for those not eligible for Permanent Supportive Housing such as employment and housing location

Family Emergency Shelter

FY17 Average Length of Stay for
Families Exiting Shelter

| Motels Only | Motel and Shelter | Shelter Only |
|--------------------|------------------------------|---------------------|
| 38 days | 60 days | 91 days |

Family Motel Overflow Shelter

FY17 Motel Overflow Discharge Status

| Shelter/ Transitional | Rapid Re-housing/ State RAP | Permanent Housing | Family/ Friends | Unknown |
|----------------------------------|--|------------------------------|----------------------------|----------------|
| 36% | 10.5% | 24% | 23% | 5% |

Permanent Supportive Housing

- Keys First scattered-site program
- Personal Living Quarters at Progress Place

Expansion and Restructure of the Housing Initiative Program

- Additional 130 units
- Tiered case management
- Services based on the acuity of needs

Move Up

- Ebb and flow in the system
- Creating vouchers without the need for services
- 47 Households identified

Expansion of Rapid Re-housing

- Cost effective
- Need for more flexibility in programming
- Major expansion needed

Chronic Homelessness Update



Chronic Homelessness

The Goal

- Montgomery County is committed to providing permanent housing to all County residents experiencing chronic homelessness by December 31, 2017.
- Per directive from the U.S. Department of Housing and Urban Development (HUD), for Montgomery County this means that there should be no more than three unhoused chronically homeless individuals or families in the County at any time.

Chronic Homelessness

The Definition

1. Have a disability, and
2. Live on the streets, a safe haven, or in an emergency shelter; or
3. Live in an institutional care for fewer than 90 days and immediately beforehand have been living on streets, a safe haven, or in an emergency shelter; and
4. Have been homeless continuously for at least 12 months or on at least 4 separate occasions (7+days) in the last 3 years where the combined occasions must total at least 12 months.

Confirming the Numbers

The target has been set based on data from HMIS as well as a focused outreach effort to identify and engage all individuals who are sleeping outside. To ensure the reliability of the target numbers, so far in 2017 we have:

1. Implemented the use of a report which creates a list of all persons who meet the chronic homeless definition based on data in the HMIS system, and
2. Engaged with all providers to secure documentation of disability and length of time homeless, and
3. Increased street outreach staffing with the goal of identifying all individuals who are not currently connected with a provider.

The Target

| | Target |
|--|------------|
| <u>Confirmed</u> by HMIS Records and/or Staff Reports as of May 1, 2017 | 202 |
| <u>At-Risk</u> , pending verification of disability + length of time, OR determined likely to meet the definition by December 31, 2017 | 40 |
| TOTAL INDIVIDUALS | 242 |
| TOTAL FAMILIES | 0 |

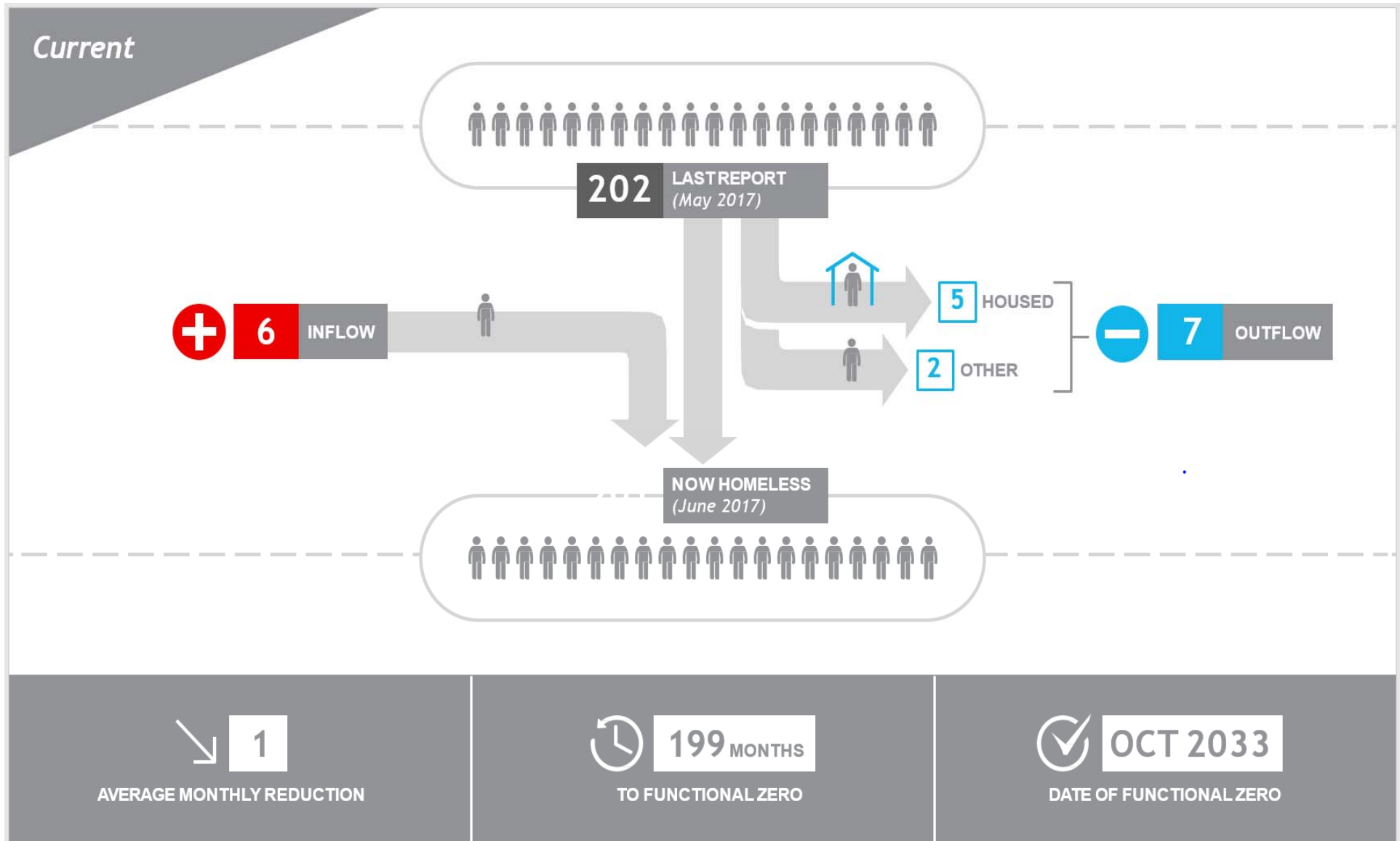
The “At-Risk” total include both sheltered and unsheltered individuals; the additional outreach staffing resources are focused on engaging with all unsheltered individuals, and with a priority on getting chronic homelessness status documented.

Strategies to Meet the Target

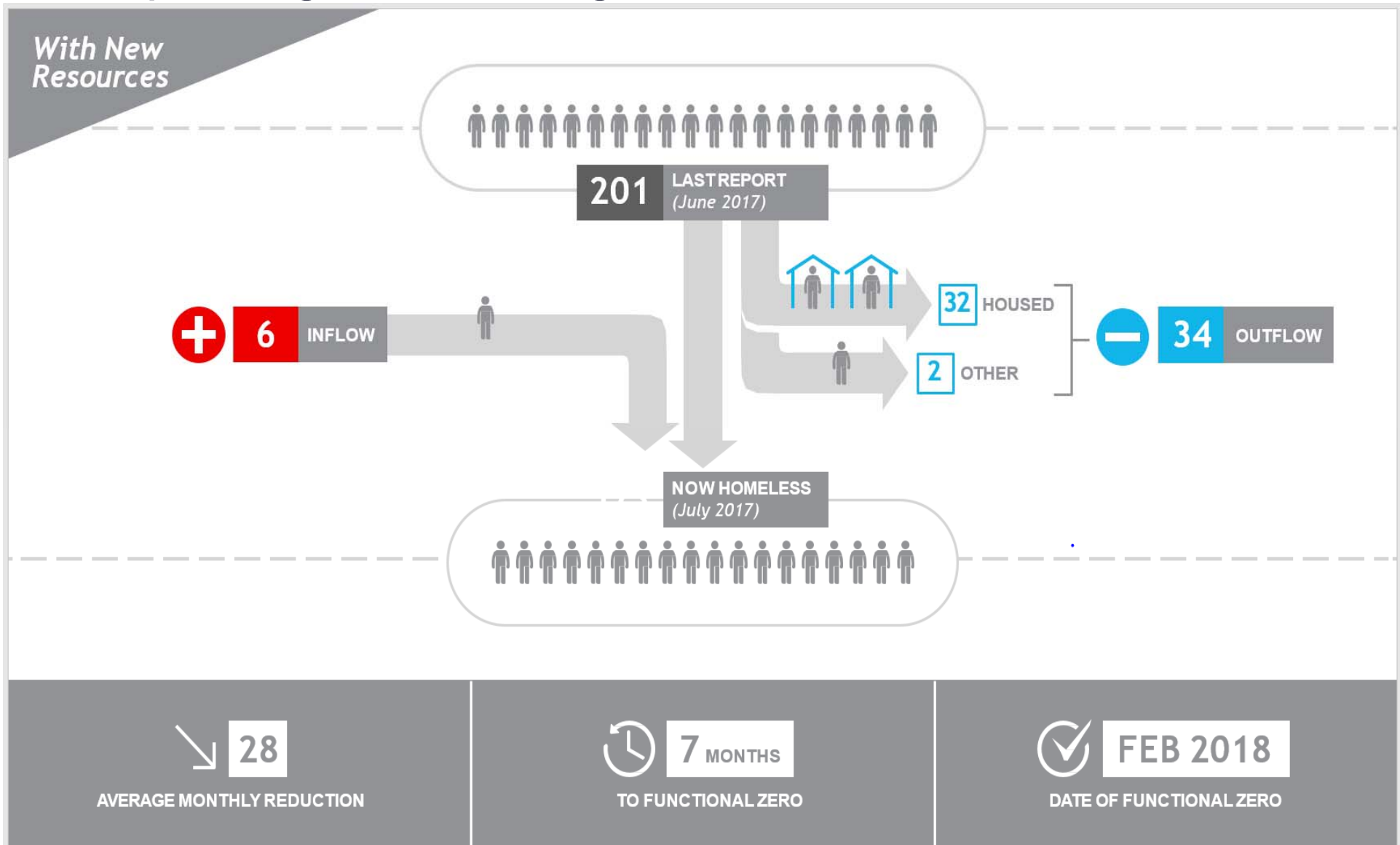
Between May 1 and December 31, 2017, we expect the following units to come on-line through expected turnover of existing units as well as additional units coming on line through collaborations:

| AGENCY / PROGRAM | UNITS |
|--|------------------------------------|
| HOC - New vouchers set aside to assist on the "Move-Up" effort | 10 new units |
| DHCA and HOC– new resources to assist on the "Move-Up" effort | 12 new units |
| Housing Unlimited additional placements – "Move-Up" | 5-6 new units |
| Montgomery Housing Partnership additional placements – "Move-Up" | 4-5 new units |
| HOC - Expansion of the McKinney Program | 15 new units |
| DHCA and HHS – Dedication of Recordation Tax resources to create new PSH slots | 80 new units |
| DHCA and HHS– new PSH slots through resource reallocation | 50 new units |
| Turnover of existing units at 4.85/month for 8 months | 39 turnover units |
| Units already assigned through Coordinated Entry as of 5/24 | 21 turnover units |
| TOTAL UNITS ANTICIPATED AVAILABLE TO MEET TARGET | 237 (177 NEW / 60 TURNOVER) |

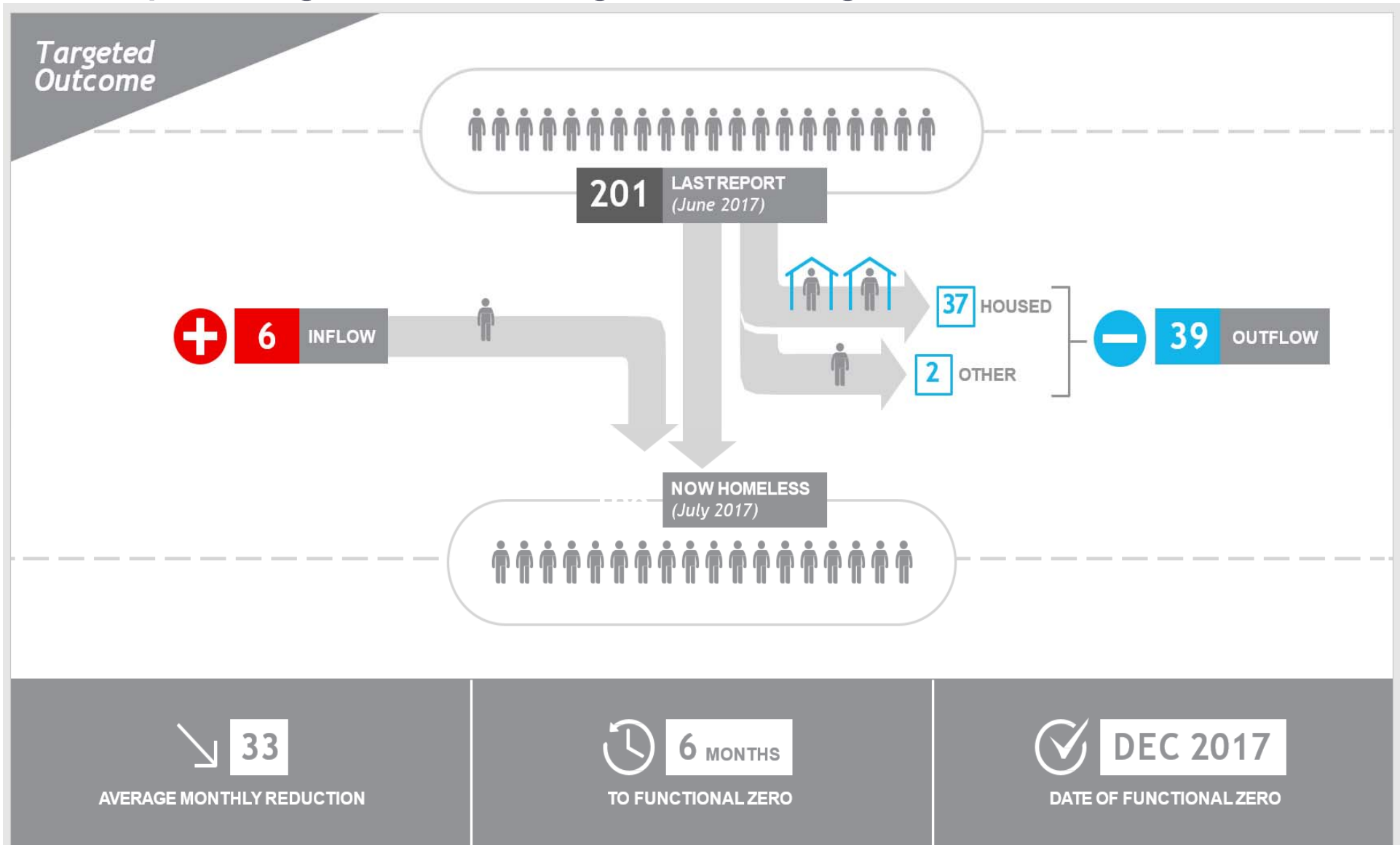
Reporting on the Progress - with Current Resources



Reporting on the Progress - with New Resources



Reporting on the Progress - Targeted Outcome



Fall and Spring Outreach Blitz

- In the first Blitz last **October 2016**, we were able to do VI-SPDAT surveys for a significant number of individuals who have since been assigned to outreach in an effort to start or restart engagement on their road to more permanent housing situations.
- The **May 2017** Blitz was a follow up to update assessments on existing clients and an effort to engage new or previously unconnected clients.

| | Number of Engagements | New and Updated VI-SPDAT surveys |
|---------------------|------------------------------|---|
| Fall Blitz | 210 | 135 |
| Spring Blitz | 322 | 207 |

Spring Outreach Blitz Volunteers



Spring Outreach Blitz Volunteers



New Staffing Resources

| Resources | FTE Staffing Resources |
|--|------------------------|
| HHS Outreach Coordinator | 1 |
| HHS Housing Coordinator | 1 |
| HHS Critical Time Intervention(CTI) Specialist | 1 |
| HHS HMIS Position | 1 |
| Hospital Outreach Worker | 1 |
| Interfaith Works (In-Reach) | 1 |
| Bethesda Cares (Outreach) | 3 |

ICH Communications Committee

Goals

- To increase awareness of the County's efforts to end chronic homelessness by December 2017
- To create a communications strategy to facilitate awareness
- To increase community engagement in support of the goal to end chronic homelessness

ICH Communications Committee

Creating The Plan

- The initial goal was to communicate about ending chronic homelessness in the community.
- To be effective, we realized success would only be possible if we:
 - Recognize that this effort is building on previous community successes
 - 100,000 Homes
 - Zero: 2016 to end veteran homelessness
 - Plan for future campaigns to end homelessness for specific populations

ICH Communications Committee

Branding the Collaboration



**Housing For All =
A Stronger Montgomery**

Past/Current Campaigns

100,000 Homes

Ending Homelessness For Most
Medically Vulnerable

Zero: 2016

Ending Veteran Homelessness

Inside (Not Outside)

Ending Chronic Homelessness

Future Campaigns

**Ending Homelessness
for Families and Children**

**Ending Homelessness
for Unaccompanied Youth**

ICH Communications Committee

Objective 1 | Increasing Visibility

Proposed tactics include, but are not limited to:

- Individual ICH members will leverage all opportunities to promote Inside (Not Outside) in their communications to internal and external stakeholders
- Seek County Executive and County Council resolutions in support of Inside (Not Outside)
- Create at least one media event this spring with high level elected officials to promote the campaign
- Encourage op-eds by elected officials and other relevant county leaders in support of the campaign

ICH Communications Committee

Objective 2 | Create Awareness

- **Communications committee actions to date:**
 - Creating a name for the campaign – Inside (Not Outside)
 - Create a logo for the campaign
- **Communications committee actions in progress:**
 - Building a website
 - Building a social media presence
 - Creating hashtags to promote the message
- **Once all of the “infrastructure” is created, ICH members will be encouraged to promote the campaign:**
 - Following Inside (Not Outside) social media
 - Link to Inside (Not Outside) website on each ICH member’s website
 - Use hashtags for relevant communication



HOUSING FOR ALL = A STRONGER MONTGOMERY

ENDING HOMELESSNESS IN MONTGOMERY COUNTY



ICH Communications Committee

Objective 3 | Be Ready for Action

- By building a visible campaign, we will be prepared to engage the community to support the goals when we have more clearly defined calls to action, i.e. a need for more landlords, household items for moving clients in, etc.
- Targeted audiences include:
 - Elected/appointed officials – local, county, state, federal
 - General public – Montgomery County residents
 - Community-based organizations with relevant networks
 - Houser's
 - Faith-based institutions
 - Business community

Community Memorial Service



On Wednesday, June 7 at 10:15 a.m. the Interagency Commission on Homelessness is hosting a public event to commemorate the lives of those in our community who passed away in 2016 and 2017 after having experienced homelessness.

We will also be official kick off the Inside (Not Outside) effort.

This will be held at the Executive Office Building Circuit Court Plaza at 101 Monroe Street, Rockville.

All are invited to join.

Contact Information

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