NAEH Conference
Lunch & Learn Session

September 20, 2017 from 1-2:30pm
Washtenaw County LRC (4135 Washtenaw Ave)
Today’s Session

- About National Alliance to End Homelessness (NAEH)
- NAEH Conference - July 2017
  - Conference Themes
  - Speakers & Highlights
  - Capitol Hill Day
  - Resources: [https://mynaeh2017.zerista.com/](https://mynaeh2017.zerista.com/)
- Conference Session Highlights
  - Amanda Carlisle (WHA)
  - Laura Urteaga-Fuentes (OCED)
  - Andrew Kraemer (OCED)
  - Rhonda Weathers (SOS)
National Alliance to End Homelessness (NAEH)

- Founded in 1983, NAEH is a nonpartisan organization committed to preventing and ending homelessness in the United States through:
  - **Building knowledge.** Use research and data to discover what works to end homelessness and develop easily accessible knowledge about these solutions. The Alliance’s research arm, the Homelessness Research Institute (HRI), leads this work.
  - **Improving policy.** Educate opinion leaders and policymakers about what works and tries to build strong policy in support of solutions (with emphasis on federal policy).
  - **Enhancing capacity.** Help communities implement solutions, its Center for Capacity Building provides training, technical assistance, and tools to providers and public agencies.
National Conference on Ending Homelessness & Capitol Hill Day

- 2017 biggest NAEH conference ever
  - More than 2,000 providers, government leaders, advocates, and consumers
- Many sessions and tracks to choose from including 5 workshop times with approximately 65 sessions:
  - Pre-conference sessions
  - Post-conference sessions
  - Multiple Plenaries
  - HUD listening sessions
Conference Themes

- **We are all advocates!** Don’t be afraid to use your voice. And vote!
- **System "flow".** Identifying how people flow through the system of care and reducing barriers. Highlighted HUD’s system performance measures!
- **Prevention/Diversion.** Looking at “inflow” data and targeting resources to those most likely to enter system but for assistance.
- **Role of emergency shelter** in the homelessness system, and how to evaluate them; also, people with long stays in shelter.
- **Rapid Re-Housing.** Taking RRH programs to the next level and evaluating programs.
- **Permanent Supportive Housing.** Medicaid resources; and, when it’s time to move-on from PSH.
- **Employment** and partnership with workforce development agencies.
- **Other topics:** Trauma-informed care; Harm reduction; Housing location; Encampments and unsheltered homelessness.
Advocacy Video

- https://www.youtube.com/playlist?list=PLd8XvEHwsy8_Crplz5RuHHNLMPifMnLpl
- https://www.youtube.com/watch?v=b9zkBhBY_aU&index=4&list=PLd8XvEHwsy8_Crplz5RuHHNLMPifMnLpl
- https://www.youtube.com/watch?v=58Xgomlgvn8&index=5&list=PLd8XvEHwsy8_Crplz5RuHHNLMPifMnLpl
- https://www.youtube.com/watch?v=zxQcrjrlrxA&list=PLd8XvEHwsy8_Crplz5RuHHNLMPifMnLpl&index=3
Speakers & Highlights

- **Nan Roman, NAEH**
  - **Where we are, where we need to be, and how we advocate to get there.** Send Congress a strong message that ending homelessness in the United States must be a priority.
  - [https://www.youtube.com/watch?v=pE8GAACUEkI](https://www.youtube.com/watch?v=pE8GAACUEkI)

- **Ben Carson, U.S. HUD Secretary**
  - **Client/Patient:** It saves public resources to provide housing. “...the continued presence of homelessness in our nation costs us not only morally, but in lost human potential.”
  - **Housing First:** “To me, it’s not simply Housing First—it’s Housing first, second, and third.”
Speakers & Highlights

Marc Dones and Jeff Olivet, The Center for Social Innovation
- Racial inequity: To eliminate homelessness, we must acknowledge, not accept, and work on changing and resolving racial disparities. Racial equity is an essential component of our nation’s homelessness response.

Kathryn Monet, National Coalition for Homeless Veterans
- Veterans: Do Housing First and forge new partnerships in the work to end veteran homelessness.

Anne Miskey, Downtown Women’s Center
- Women: Think not only of addressing the needs of women, but also of how to make them a priority in your community.
- [https://www.youtube.com/watch?v=CRsjAwzQyD0&feature=youtu.be&content=bufferd41b2&utm_medium=social&utm_source=twitter.com&utm_campaign=buffer](https://www.youtube.com/watch?v=CRsjAwzQyD0&feature=youtu.be&content=bufferd41b2&utm_medium=social&utm_source=twitter.com&utm_campaign=buffer)
Speakers & Highlights

- **Matthew Doherty**, U.S. Interagency Council on Homelessness
  - **Federal Plan**: Give your guidance and share your expertise on how we can best strengthen the federal plan to tackle the challenges we have in front of us.

- **Maxine Waters**, U.S. House of Representatives
  - **Advocate, advocate, advocate**: We can not accept the funding cuts we’re seeing. We need to advance proactive solutions.

- **Capitol Hill Day**
  - One in four who qualify for housing assistance don’t receive it. Work with your colleagues on the Hill to expand funding.

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**Policy Priorities**

Face-to-face meetings are one of the most powerful ways to make ending homelessness a priority in Congress. This year, advocacy is as important as it has ever been, and we need every voice we can get to convince Congress to support our goals:

1. Support HUD’s McKinney-Vento Homeless Assistance Grants program with at least $2.6 billion in Fiscal Year 2018.
2. Protect Medicaid funding that provides essential resources for communities combating chronic homelessness, and is a lifeline for millions of the nation’s most vulnerable citizens.
3. Fund mainstream affordable housing programs at the levels necessary to preserve and increase capacity.
Conference Session Highlights
Amanda Carlisle, Laura Urteaga-Fuentes, Andrew Kraemer & Rhonda Weathers
Amanda Carlisle

- **Workshop 1.08 Jump Start Your System to End Veteran Homelessness**
  - Maura McCauley, City of Chicago Dept. of Family & Support Services [Chicago, IL]
  - Tom Albanese, Community Shelter Board [Columbus, OH]
  - Mary Simons, Open Doors Homeless Coalition [Gulfport, MS]

- **Workshop 4.14 The Scoop on Roommates and Shared Housing**
  - Meghan Cotter, Micah Ministries [Fredericksburg, VA]
  - Kris Freed, LA Family Housing [Los Angeles, CA]
  - Lorena McDowell, Northern Virginia Family Service [Oakton, VA]
  - Bill Motsavage, Valley Youth House [Lehigh Valley, PA]
Laura Urteaga-Fuentes
Andrew Kraemer
ANDREW’S SESSIONS ATTENDED

- Making Employment A Key Component Of The Homeless System
- Aging and homelessness
- **Diversion: A Key element of a Homelessness System**
- Using Data and Visualization To Improve Communication and Planning
- Data: The Vehicle for Rightsizing Your Crisis Response
- Preventing Homelessness: What Are We Testing and Learning?
- Ending Long Stays In The Shelter
DIVERSION: CLASSIC DEFINITION

A strategy that prevents homelessness by helping people experiencing a housing crisis and seeking shelter to preserve their current housing situation or make immediate alternative arrangements without having to enter shelter.
DIVERSION: PIERCE COUNTY, WA

- Population = 840,000
  - City of Tacoma = 208,000
- Median Income = $72,300
- Market Rent 2BR = $1,140
- Vacancy rate = 3.3%
- $12 million in 2016 to housing and services
  - COC - $3.5 million
  - ESG - $370,000
  - WA State - $3.7 million
  - Local - $4.5 million
- COC has about 3,050 permanent and temporary beds
- PIT (2017): 1,762 persons
  - Increase in unsheltered and chronic
- Coordinated Entry (2016): about 5,400 literally homeless households
DIVERSION: PIERCE COUNTY, WA

Pierce County Coordinated Entry/By-Name-List Info

• Started in 2012 developing by-name-list.
• After running it for a few years, they learned that:
  • Lost contact with about 1/3 of the people on the by-name-list
  • Around 20% found housing on their own
  • Only 20% were entering our system
  • Remainder stayed on wait list... for a long time, Some – highest barriers - never got a referral
  • There must be a better way!
DIVERSION: PIERCE COUNTY, WA

• Dilemma
  • Implemented Centralized Intake without Right Sizing System… Yikes!

• Response
  • Reallocate investments from Transitional Housing to Rapid rehousing
  • Divert households from placement on Wait List
  • Piloted “Diversion” for families – 2014/2015
    • Engaged our Center for Dispute Resolution to Train
    • Learning Collaborative
    • Data Dashboards
      • 70% Take-Up rate - over 250 families resolved homeless crisis
      • 8% return rate
DIVERSION: PIERCE COUNTY, WA

- Over 750 households successfully diverted since October 2014 (out of 2,800 offered diversion)
  - 83% of families take-up offer of diversion vs 6% of single adults
  - Over 50% of all Households who take-up diversion are successful
    - 710 Families and 41 singles
- Average financial assistance under $900
- 8% Return Rate since October 2014

**Successful Exits to Housing**

- Re-Established Rental: 70%
- Shared Housing: 15%
- Doubled-Up: 6%
- Relocated: 9%
DIVERSION: RATIONALE

• The shelter experience is traumatic for everyone—and so is waiting for PH placement
• Homelessness should be rare, brief and non-recurring
• Diversion for all!! -short-term & permanent
  • Reduces the number of families and individuals entering shelter
• Limited shelter/housing resources
• In short, people are better off if they don’t need to enter our system
DIVERSION: A SHIFT IN APPROACH

From:
• What programs are you eligible to enter and who has a bed?
• Assessment/eligibility
• Intake screening and waitlist

To:
• What would resolve your current housing crisis?
• Structured problem solving
• Conversation about household situation and resources
• Support crisis resolution to avoid shelter entry/waitlisting
DIVERSION: BEST PRACTICES

Diversion is NOT a separate “program” but rather part of the entire system

Diversion is problem solving and solution focused

Diversion should always be safe and appropriate for the client.
DIVERSION: BEST PRACTICES

• Uses a strength based assessment vs. a needs assessment

• Instead of immediate intake, engages clients in a conversation and identifies safe alternatives to shelter

• Assists in connecting to community resources to avoid a shelter stay
DIVERSION: BEST PRACTICES

Supportive Conversation

• Individualized, person-centered, quality problem solving
• Identification of other resources and supports
• Opportunities for mediation and conflict resolution
• Financial support helpful, but not necessary
DIVERSION: BEST PRACTICES

Commitment
• Mainstream and homeless service providers must believe households are better served outside of homelessness system

Conversation
• Diversion is a problem solving, strength based conversation, not an assessment tool with a list of questions

Creativity
• Identify creative solutions and explore every option

Connections
• Creating partnerships for connecting to alternative resources; connecting to natural supports

Continuous
• People may return and the conversation and assistance can happen again
DIVERSION: ABOUT RESOURCES

• Flexibility of Funding Sources – unusual expenses (car repair, child care, buying groceries for a roommate, etc.)
  • Local Revenues
  • Private Funds
  • Could use SSVF or ESG (we don’t)
• Financial Assistance Not the Only Tool
  • $$s Help with Diversion
  • Reliance on $$s may impact creativity
  • $$s Finite - Creativity is Infinite
DIVERSION

Questions?
Rhonda Weathers
Resources

  - Twitter: #NAEH17

- NAEH future conferences: https://endhomelessness.org/events/conferences/
  - Family & Youth Conference: March 1-2, 2018 in Los Angeles, CA
  - Ending Homelessness Conference: July 23-25, 2018 in Washington, DC

- WHA blog post: http://www.whalliance.org/news-events/

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National Conference on Ending Homelessness: Recap and Resources

The National Alliance to End Homelessness (NAEH) hosted its 2017 National Conference on Ending Homelessness and Capitol Hill Day at the end of July. Over 2,000 providers, government leaders, advocates, and consumers, including WHA Executive Director Amanda Carlisle and staff from the Washtenaw County Office of Community and Economic Development and SOS Community Services, participated in workshops aimed at finding innovative solutions to ending homelessness and advocacy efforts on the Hill to send a loud and clear message to Members of Congress that ending homelessness in the US must be a priority.

Amanda Carlisle presented the County’s ongoing work on landlord engagement, which you can view here. All the presentations from all the workshops can be viewed here. You can also view the videos that were played at the daily plenary sessions here.

The NAEH has also put together a series of useful advocacy-related resources, including a motion graphic on why advocacy matters (see below) that you can view and share, and an advocacy guide to ending homelessness.
THANK YOU!