Clinic Overview

Solutions and strategies to end homelessness

Design a best practice crisis response system

Critical role of governance to implement practice

AGENDA

I.   Part One
   a.   Welcome & Introductions
   b.   Homeless Simulation Game

II. Part Two
   a.   Homeless System Overview with Necessary Core Responses

III. **Part Three**
   a.   **Role of Coordinated Entry**
   b.   **System Flow/Raleigh System Performance**
   c.   **System Performance and Measurement**

IV. **Part Four**
   a.   **Surveys**
   b.   **Funding and Reallocation**
   c.   **Prioritization Planning**

THE ROLE OF COORDINATED ENTRY

Coordinated Entry
The Starting Point of Good System Flow

Homeless Response System

Family or individual retains housing or gains new housing, bypassing shelter

Family or individual exits shelter on own

Coordinated assessment for individuals and families with a housing crisis

Emergency shelter with safety, crisis stabilization, and housing search support

Second assessment as needed

Rapid re-housing and links to services

Transitional housing with services

Individuals and families for whom RRH and/or TH is unsuccessful and have high needs

Families and individuals with highest needs

Community-based permanent housing (includes market rate and subsidized) and community-based services and supports

Permanent supportive housing

Don't Assess for Interventions until available
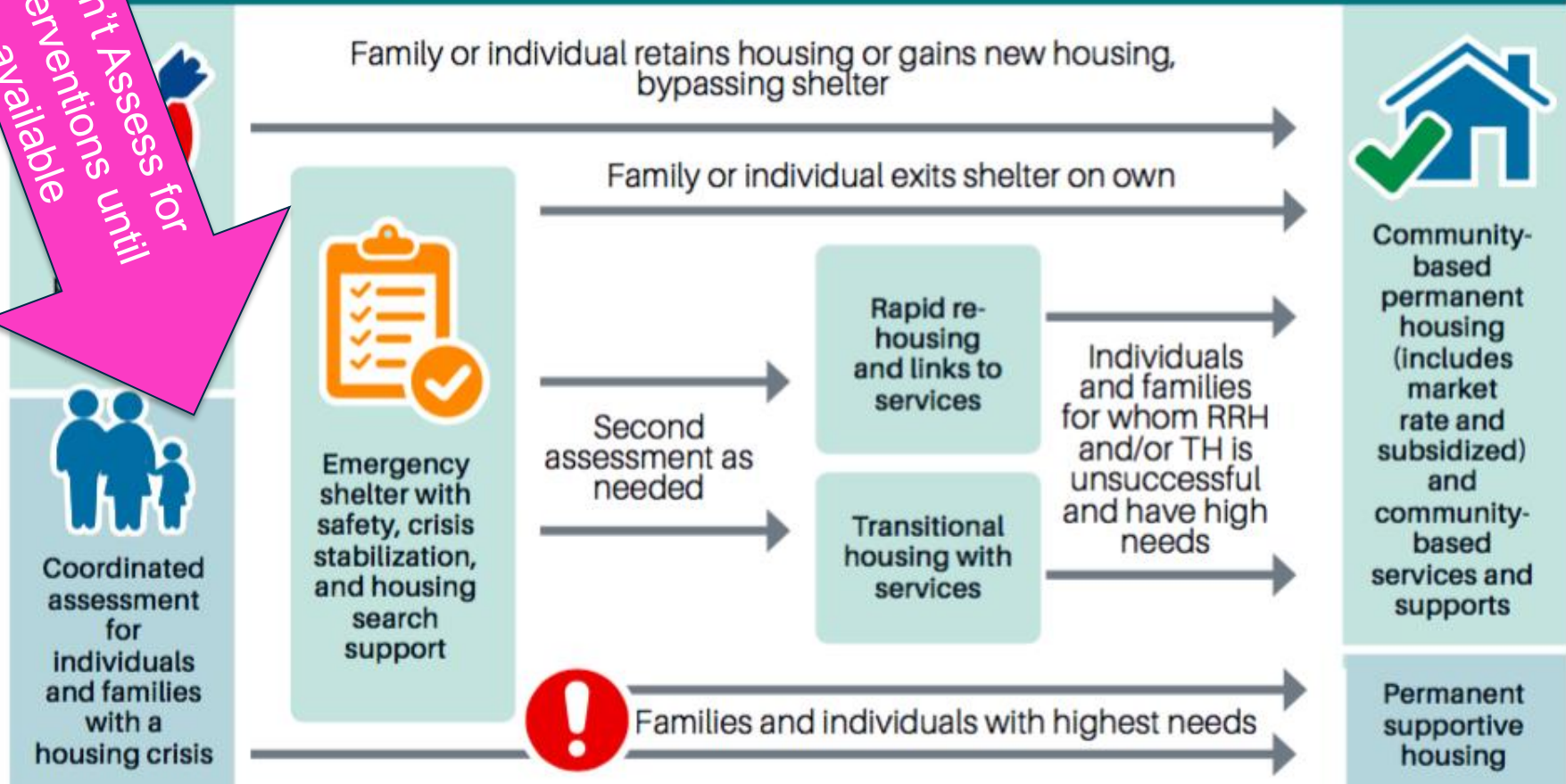
Coordinated Entry

Dynamic System Management is an approach to prioritization that considers information in real time and seeks to do each of the following:

- Ensures the most vulnerable persons are prioritized for all available dedicated resources
- Seeks to achieve housing placements quickly, preferably on average of 30 days or less
- Allows for flexible housing placement decisions that considers a variety of factors
- Continues to utilize problem-solving conversations to move those households not currently prioritized into housing

Coordinated Entry Goals

- Closes the side doors and prioritizes those with highest need

- Fair and equal access to crisis response services and housing

- Standardized assessment and referral using a racial equity lens

- Prioritize and allocate resources more effectively

- Client-centered approach

Coordinated Entry Goals continued…

- Ensure **only** those with no better options enter shelter and a quick matching to **permanent housing** reducing first time homelessness
  - Diversion as part of effective Coordinated Entry
- Provide a system with data that can be used for more effective system and project planning and resource allocation

WITHOUT SPEAKING
Draw Your Current System

- What is your inventory?
- How do people enter?
- How do people move through your system?
- How do people exit?
- Where do people exit to?

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Coordinated Entry: Core Elements

Access

Assessment

Prioritization

Referral

Coordinated Entry: Before

National Alliance to End Homelessness

Coordinated Entry: After

OUTREACH   STREET   JAILS, HOSPITALS, OTHER

COORDINATED ENTRY:
PRIORITIZATION, ASSESSMENT, AND PROGRAM REFERRAL

NO — DOES HOUSEHOLD NEED A SHELTER BED?

YES

ENTRY TO EMERGENCY SHELTER

CAN HOUSEHOLD BE DIVERTED TO SAFE AND APPROPRIATE HOUSING?

HOMELESS ONE OR MORE TIMES ← NO — CHRONICALLY HOMELESS? ← NO — CAN HOUSEHOLD SELF-RESOLVE IN 7-14 DAYS?

YES

DIVERSION   RAPID RE-HOUSING   PERMANENT SUPPORTIVE HOUSING

Coordinated Entry:
Common Homelessness Response Approach

- People present at multiple coordinated entry access points and/or shelter (no wrong front door model)
- Fully assess all households regardless of availability of targeted homelessness resources
- Put everyone on a by-name-list
- Assign/match to a specific intervention type using scoring ranges…long waiting lists – never enough interventions
  - People wait for something they will never get
- Referrals made based on original assessment result

Raleigh/Wake County Current Status
11/1/2022

- Call Center
  - Not just CE
  - Calls related to anything housing
  - People call expecting it gets them on a list for a resource
- CE Call Center only available 8-5 Monday – Friday
  - Staff capacity too low to manage number of housing calls
  - Includes people calling for eviction prevention assistance, utility assistance
  - Not specific to persons seeking shelter
- Wait list for shelters (where do people wait)
  - Single Women – 2 weeks
  - Single Men – 1 week
  - Families – 6-10 weeks

Raleigh/Wake County Current Status
11/1/2022

- Outreach
  - No prioritization for unsheltered persons
- Prioritization vs First Come/First Serve
  - 307 on prioritization list
  - No current data average time on prioritization list
  - No current data on time from referral to time of program enrollment
- Challenges
  - Limited staffing capacity
  - Not specific to shelter/homeless system entry
  - Buy-In???

Coordinated Entry
The Reality- Why that approach doesn't work

Majority of homelessness response systems do not have enough resources, resulting in:

- Number of persons matched to specific interventions exceed availability, increasing LOT homeless

- Lower need households being served more quickly

- Information collected is static becoming old over time

- Many people on waiting lists cannot be located

- Lack of confidence in validity of scores

- Eligibility not considered until too late in process

Coordinated Entry
Example of Common Current Approach

Hypothetical Scoring Tool
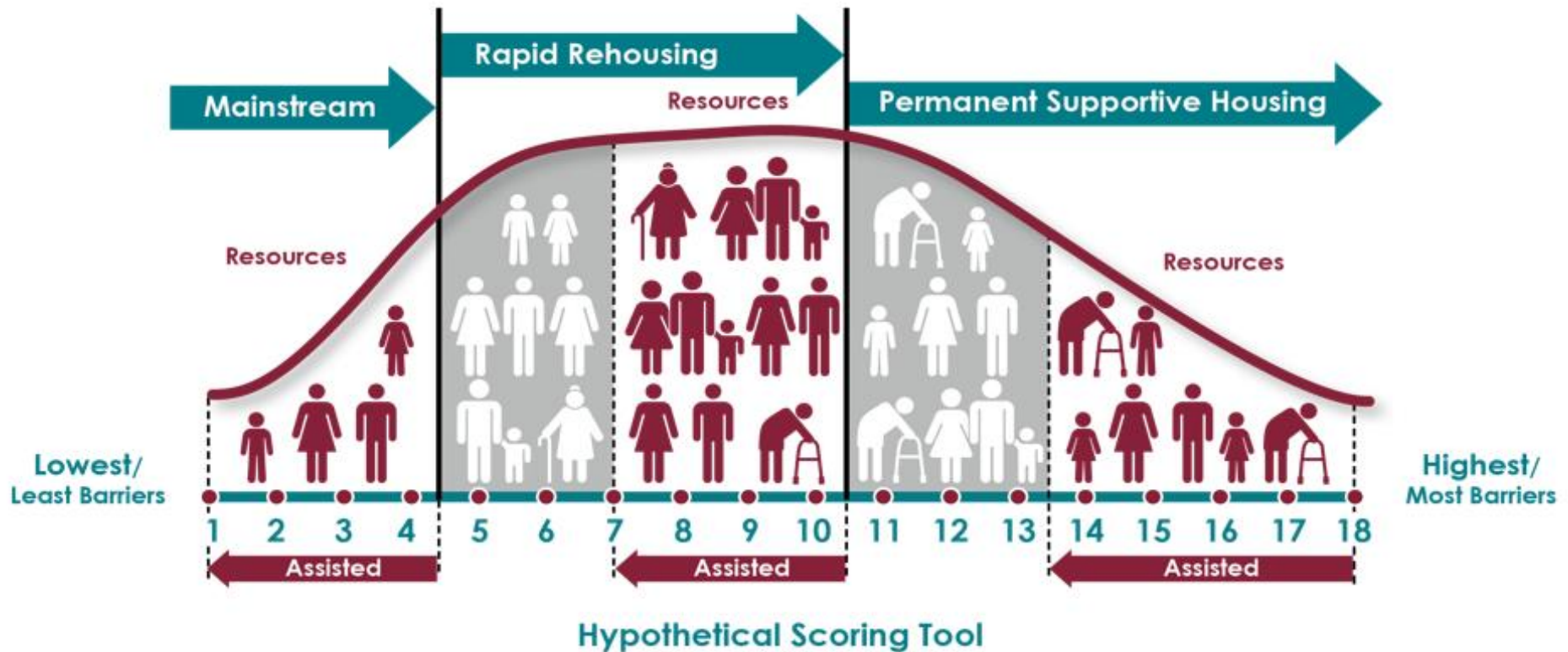
Coordinated Entry
Effective System Approach

What role does it play in improving system performance?

Hypothetical Scoring Tool

National Alliance to
End Homelessness
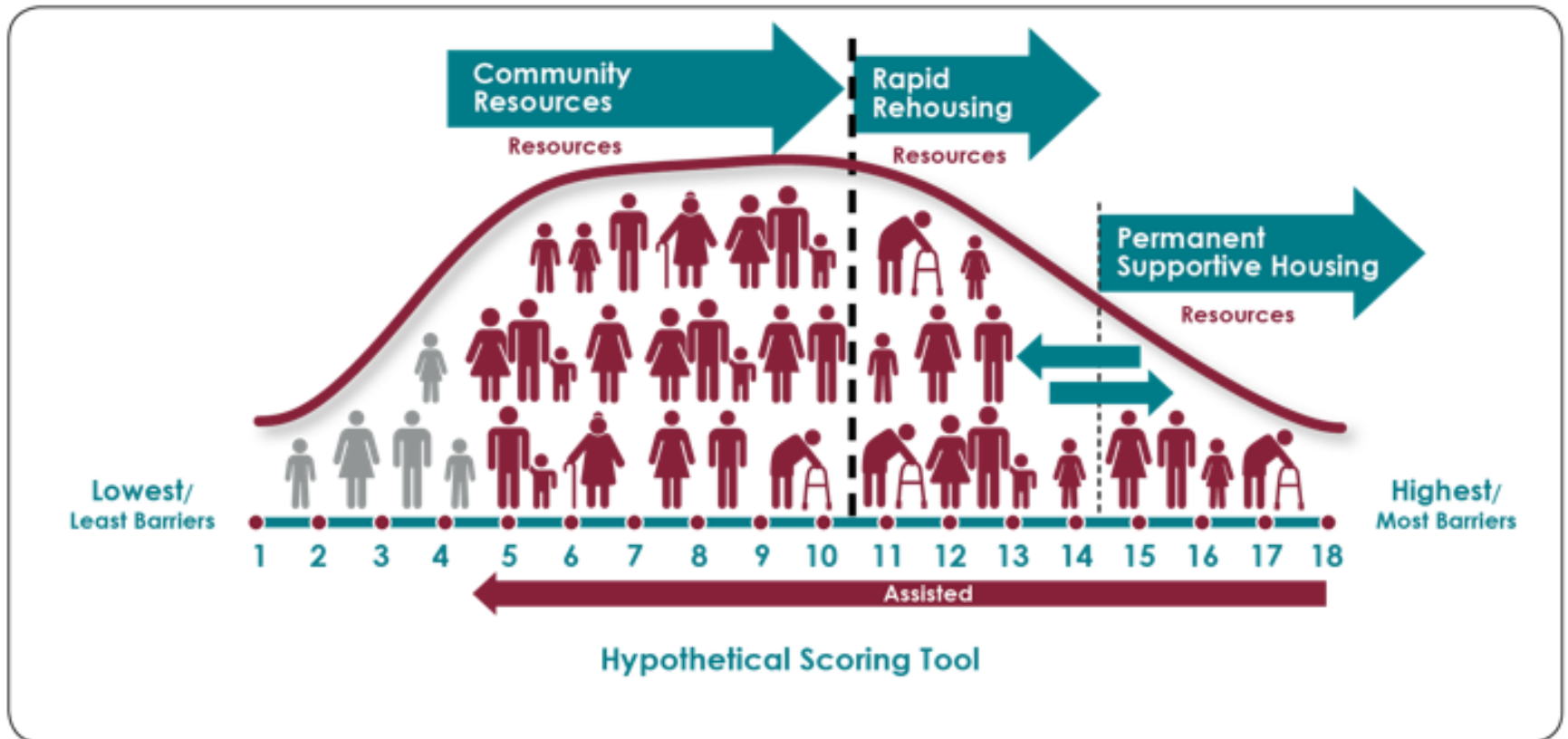
Raleigh/Wake County CE Policies 12.21.20

Raleigh/Wake CoC will include additional metrics to measure effectiveness of the CES over time:

- Percent of referrals that are accepted by receiving programs (RRH, TH and PSH) and lead to program enrollments
- Qualitative analysis of understanding why/when referrals are rejected by providers
- Returns to homelessness following project exits (assessing returns following all project exits)
- Average wait time for an assessment
- Length of time that passes from initial assessment to a client's first referral for those of highest priority
- Average time between referral and agency response (acceptance or denial)
- HMIS timeliness and data quality
- Adherence to Housing First principles
  - Reduced barriers to project entry
  - Enrollment of highest-need households
  - Minimal termination of households

Role of Complex Problem Solving
Reducing system entry

Problem-Solving **CAN BE** the Solution

- Exploratory conversation that seeks to understand household's strengths and existing support networks

- Goal is to identify safe housing options and connect the household to community supports and services

- Should be attempted with everyone seeking assistance (Diversion)

- Message about limited resources should be TRANSPARENT

Role of Complex Problem Solving

Problem Solving Is

- NOT a separate "program" but rather part of the entire system

- Solution focused

- Safe and appropriate for the client

Problem Solving Requires

- Skilled staff trained in:
  - Mediation, conflict resolution
  - Strength based assessment
  - Problem solving
  - Respect for client choice and
  - Recognition of safety

- Linkages to mainstream services and natural supports

CE Survey Responses

Leadership

The community has a well identified access point or points to enter the homeless system for anyone with a housing crisis where they can engage in a problem-solving conversation and if needed, be assessed and connected with shelter and other appropriate resources including housing options based on their strengths and needs.

Answered: 29 Skipped: 0
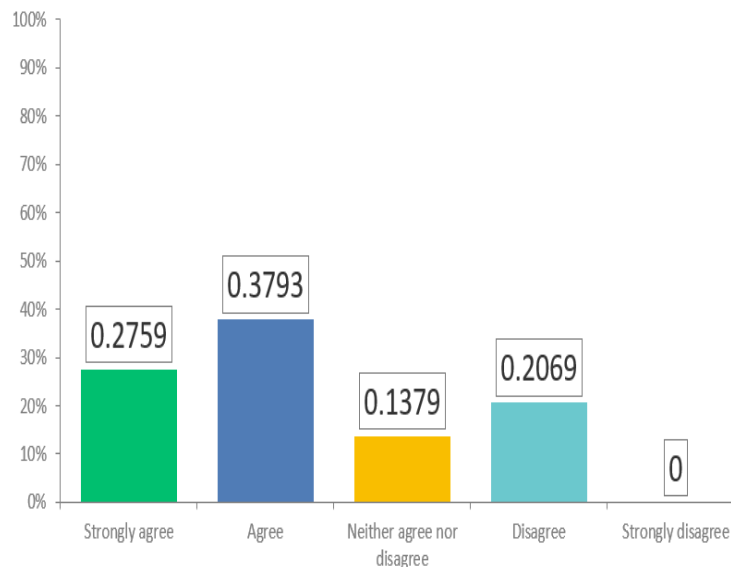
Providers

Q2: Our community uses a Coordinated Entry system as a central point of entry for anyone with a housing crisis where they can engage in a problem-solving conversation and if needed, be assessed and connected with shelter and other appropriate resources based on their strengths and needs.

Answered: 25 Skipped: 0
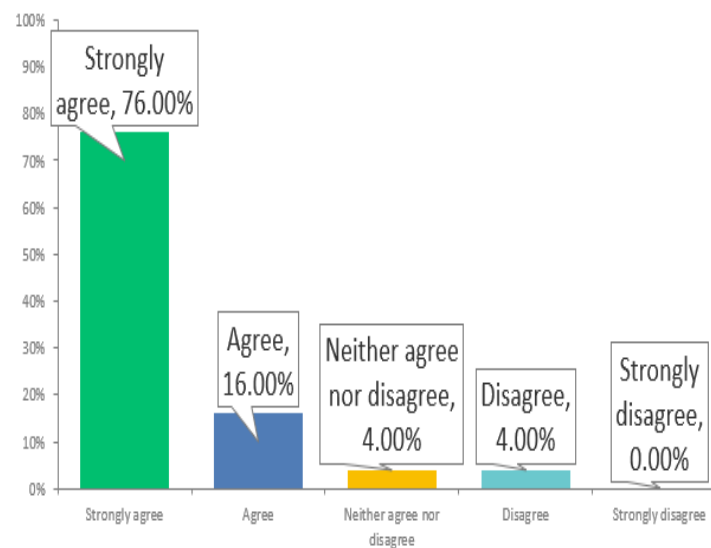
Survey Responses

Leadership

Q15: People experiencing a housing crisis are prioritized for shelter, housing, financial assistance, and services based on their strengths and needs.

Answered: 29   Skipped: 0
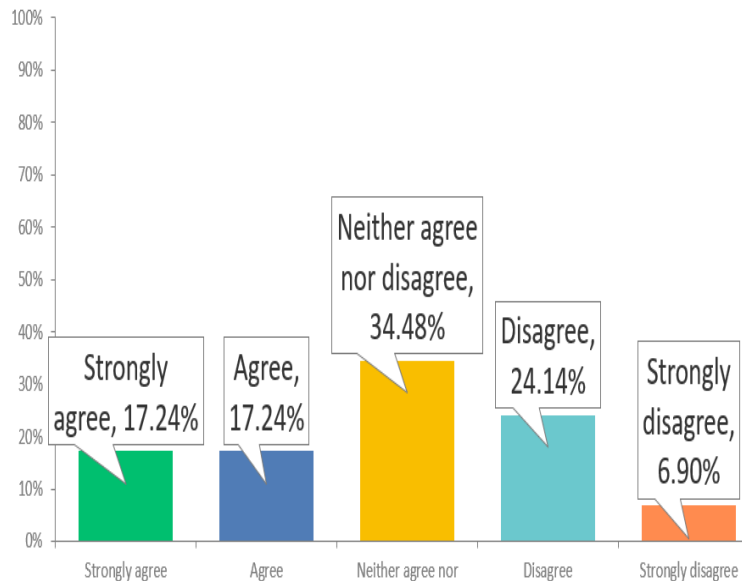
Providers

Our community has a clear and transparent process to prioritize people experiencing homelessness for available and appropriate resources, including housing, no matter what homeless service provider agency they come to for assistance.
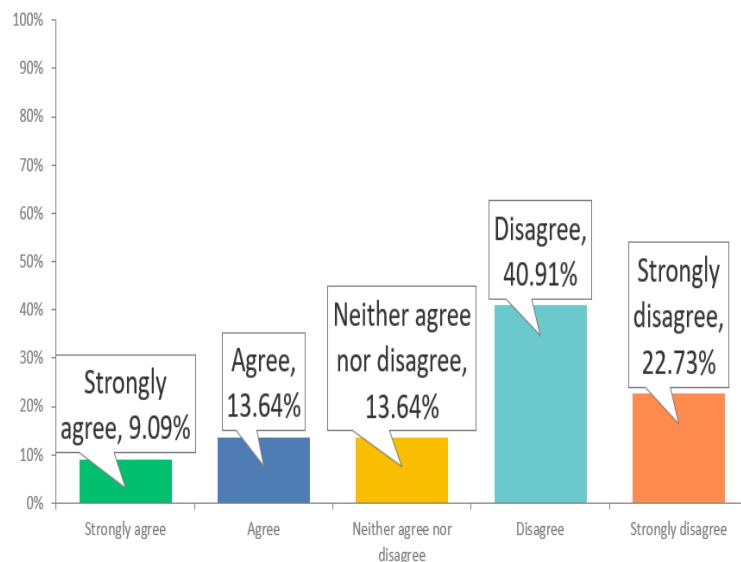
Answered: 24   Skipped: 1

National Alliance to End Homelessness
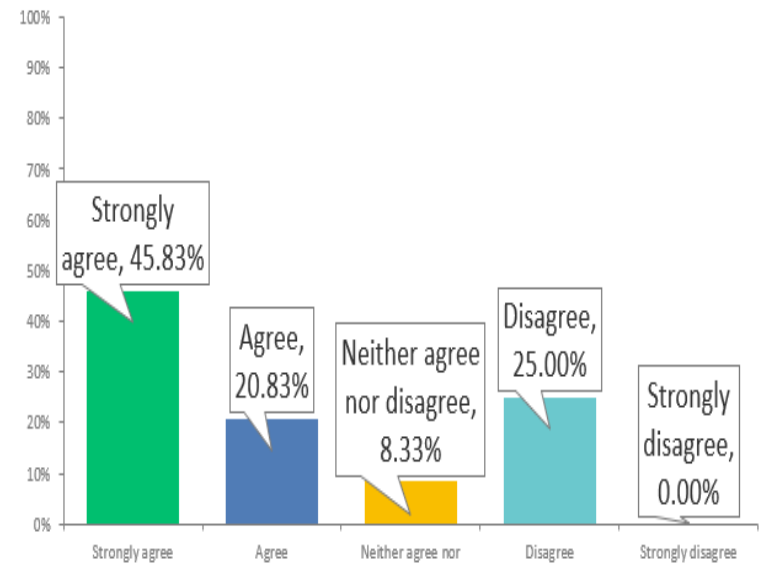
Survey Responses
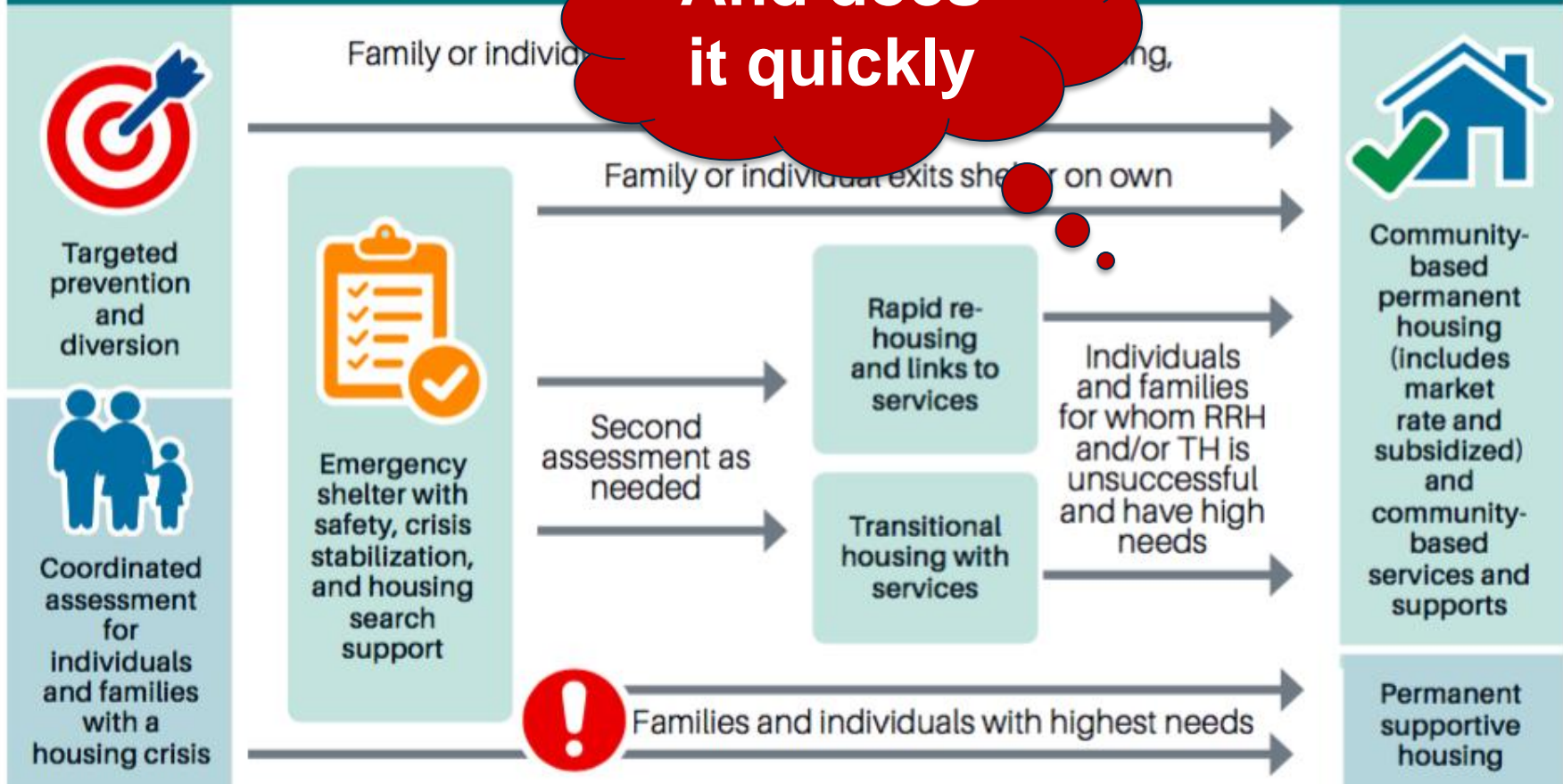# Persons with Lived Experience (PLE)
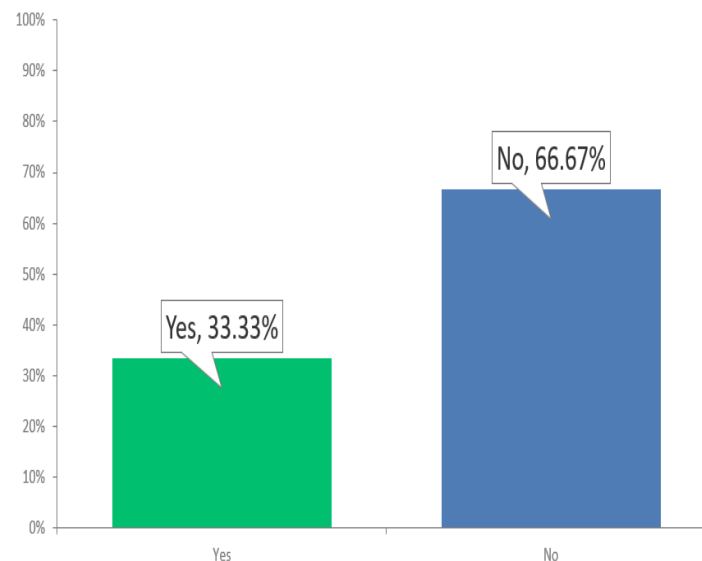
IS OUR SYSTEM STUCK

You Gotta Have Flow

Homeless Response

And does it quickly

Effective Homeless Response System with Good System Flow

- Reduce in-flow into homelessness
- Increase exits to permanent housing
- Decrease average length of homelessness
- Decrease returns to homelessness

Effective Homeless Response System: Increase System Flow

System Flow:

An efficient and coordinated **process** that moves people from homelessness to housing as quickly as possible


The **"process"** means that all interventions need to work as one system to create flow.

Symptoms of Poor System Flow

- Unchanging or increasing number of unsheltered people
- Waitlists for shelter
- Long lengths of stay in shelter (more than 30 days)
- High percentage of exits from shelters to homelessness
- Average length of homelessness is not decreasing
- In-flow into homelessness is steady or increasing
- Long waitlists for RRH and PSH (long CES wait list)
- Significant amount of people aren't getting any assistance
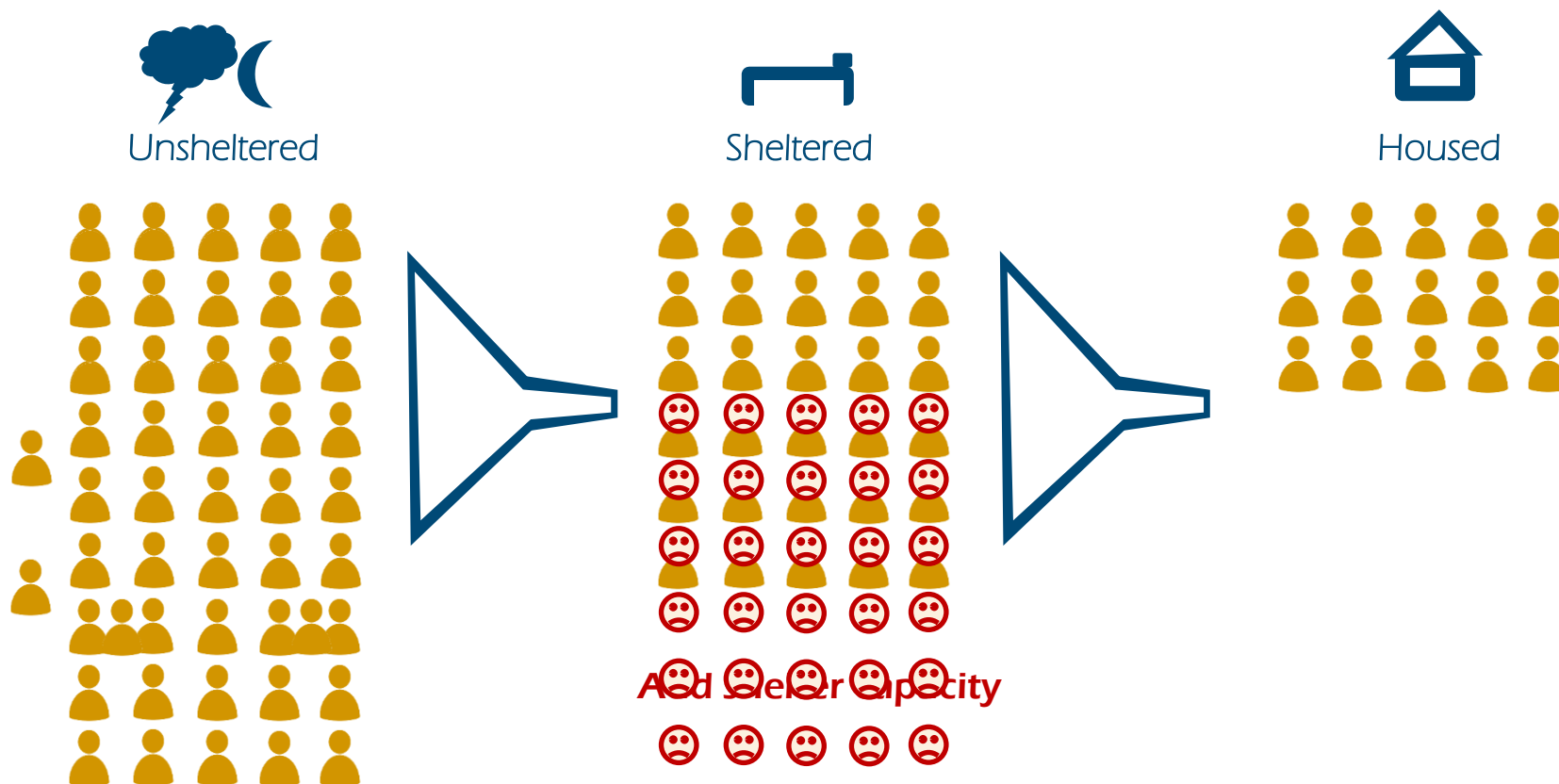- Programs are not connected to coordinated entry with many "side doors"

A "Stuck" System

Unsheltered

Sheltered

Housed
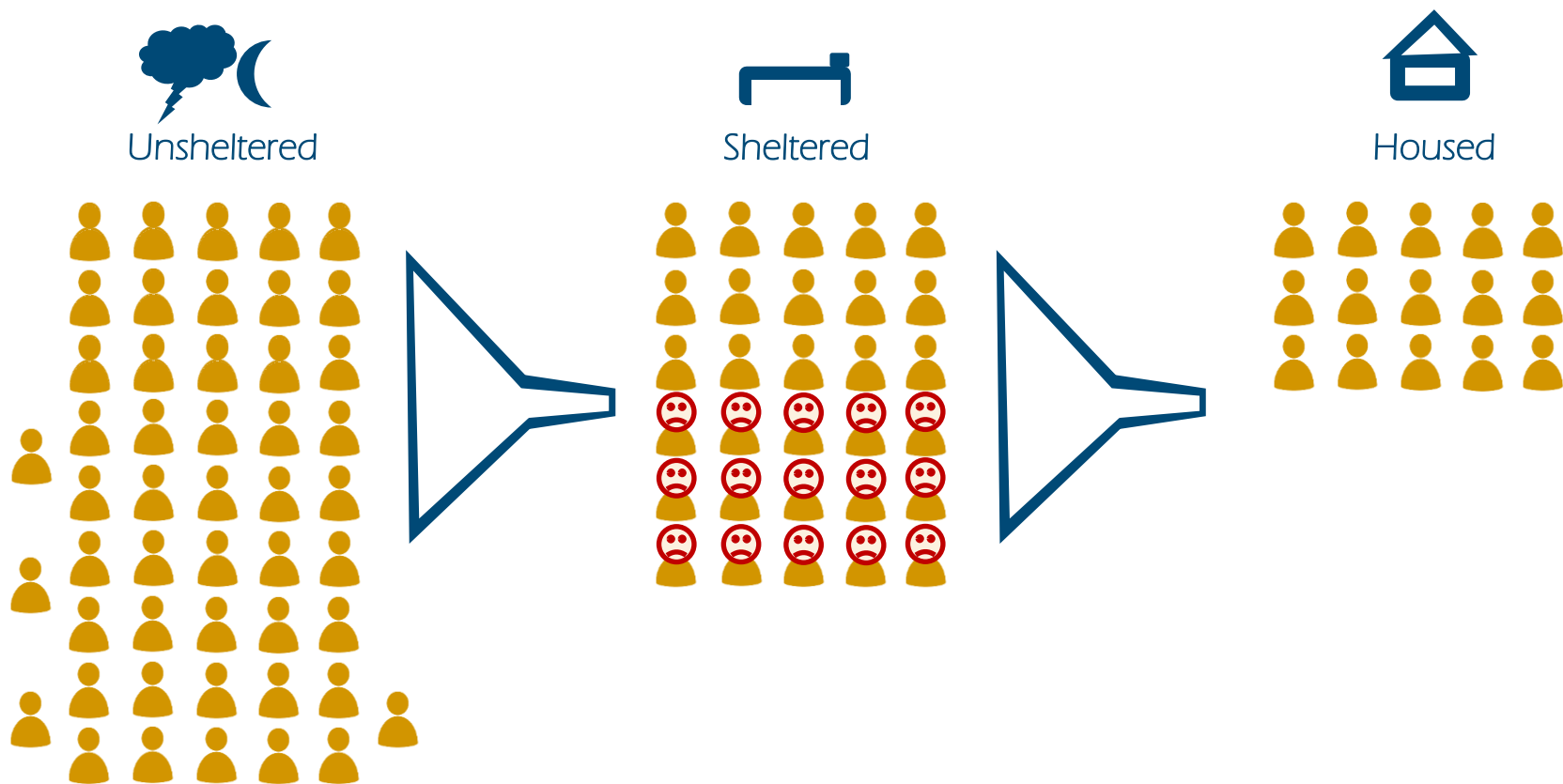
49 unsheltered + 30 sheltered = **79**

# Adding More Shelter Capacity

Unsheltered

Sheltered

Housed

Add Shelter Capacity

34 unsheltered + 45 sheltered = **79**

System Performance Measures
Every funding and evaluation decision based on these measures

- **Reduce** overall homelessness

- **Reduce** the number of people who become homeless

  - Are you reducing "first time" homelessness

- **Increase** exits to permanent housing

- **Reduce** the length of time people spend homeless

- **Reduce** returns to homelessness

- **Increase** jobs and income

- **Thoroughness** in reaching homeless population

Adding More Rapid Re-Housing Capacity

Unsheltered

Sheltered

Housed

Add Rapid – Re-Housing Capacity
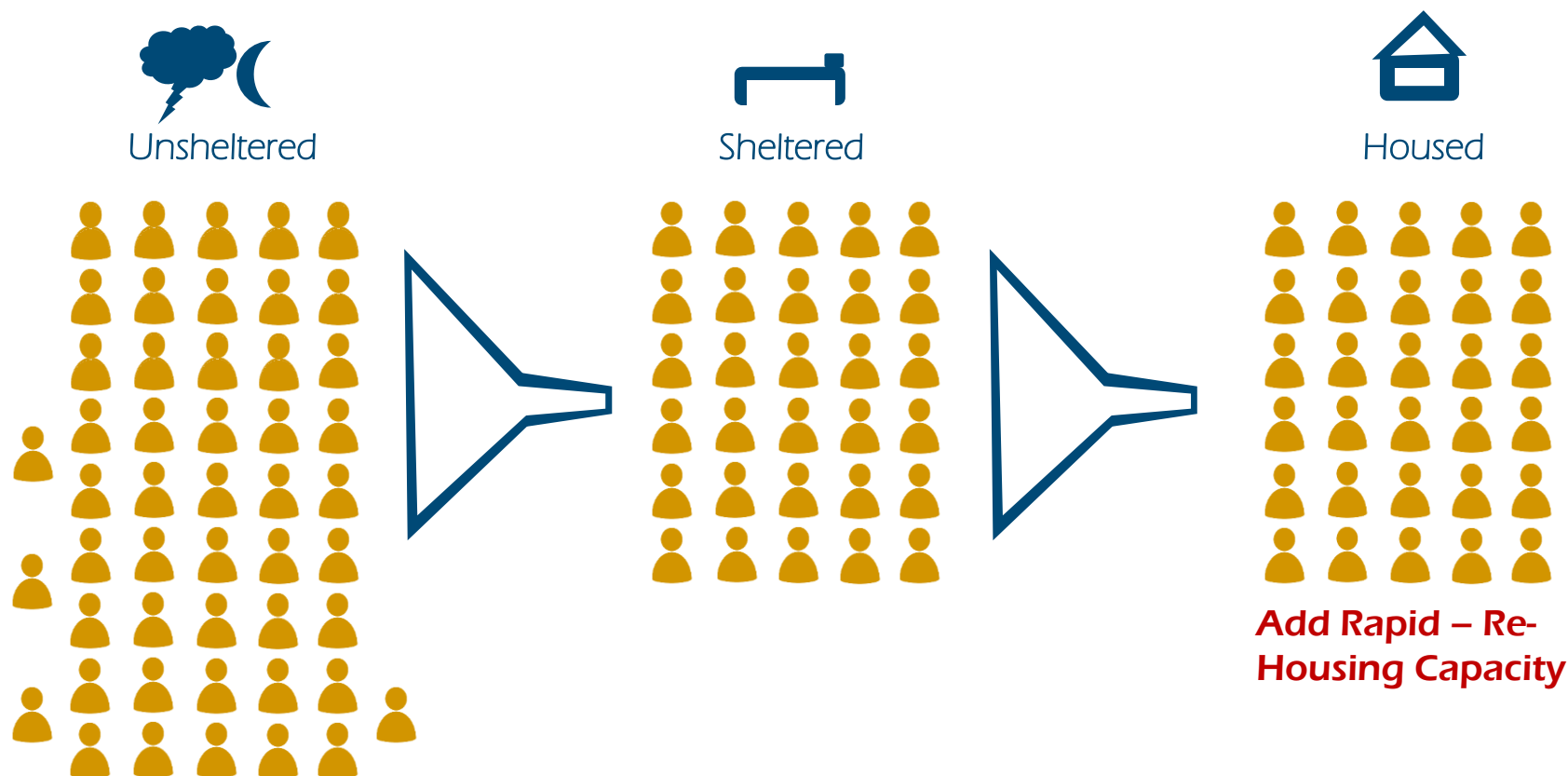
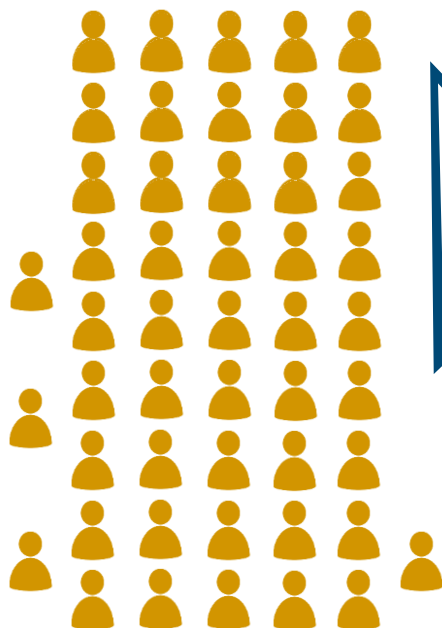34 unsheltered + 30 sheltered = **64**

Adding Diversion

Unsheltered *and Imminently at Risk*

Sheltered

Housed
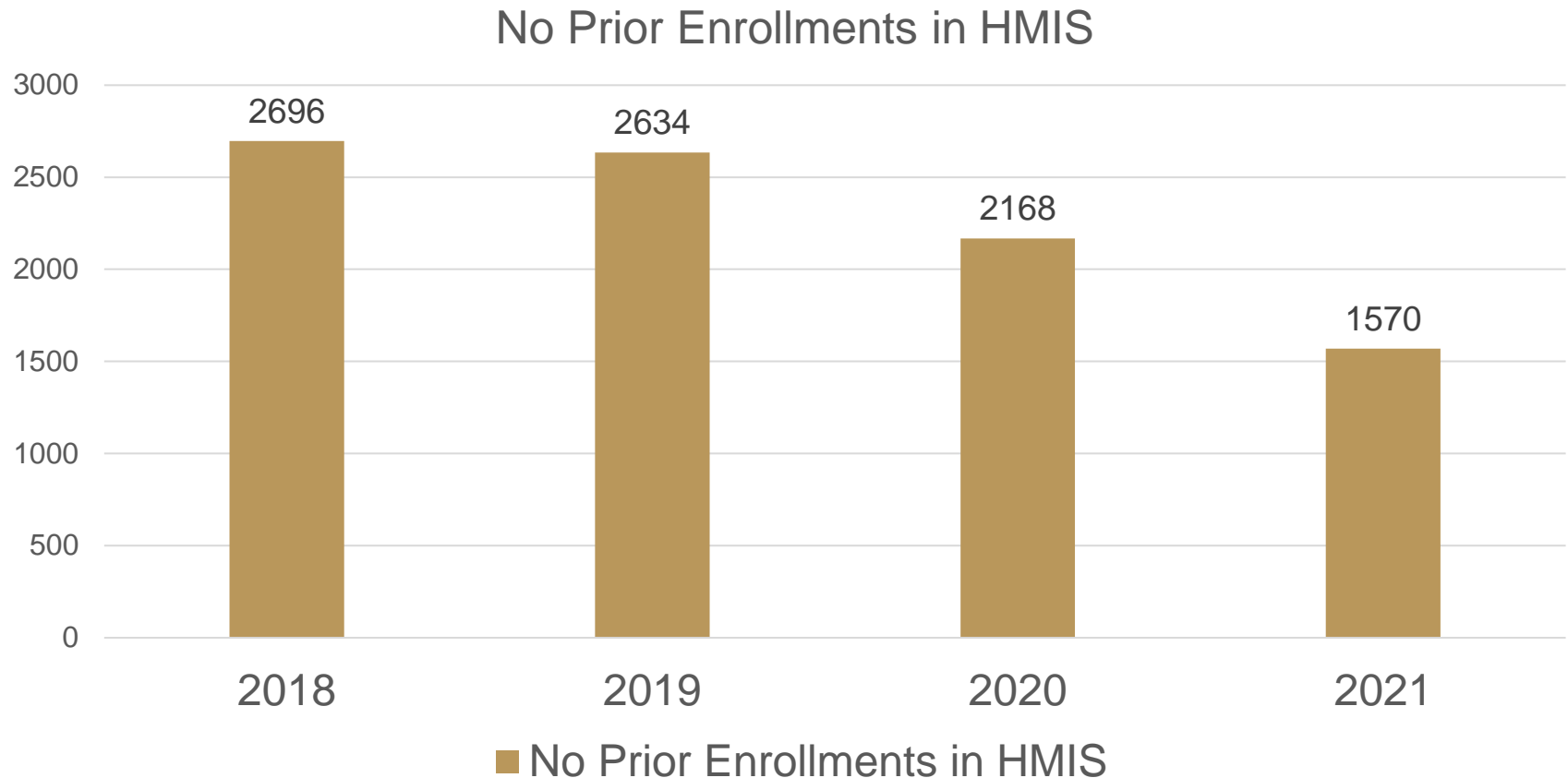
Add Diversion

Add Housing Capacity

34 unsheltered + 30 sheltered = **64**

National Alliance to End Homelessness
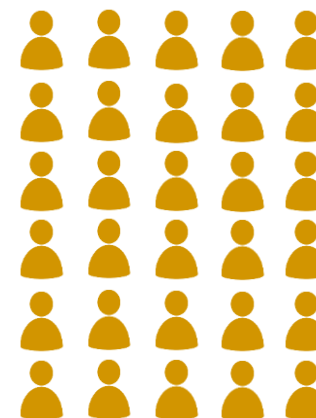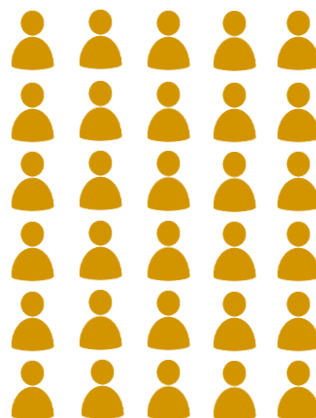
System Performance Measure
Persons Experiencing First Time Homelessness

No Prior Enrollments in HMIS

Bar chart of "No Prior Enrollments in HMIS" by year:
- 2018: 2696
- 2019: 2634
- 2020: 2168
- 2021: 1570

Legend: ■ No Prior Enrollments in HMIS

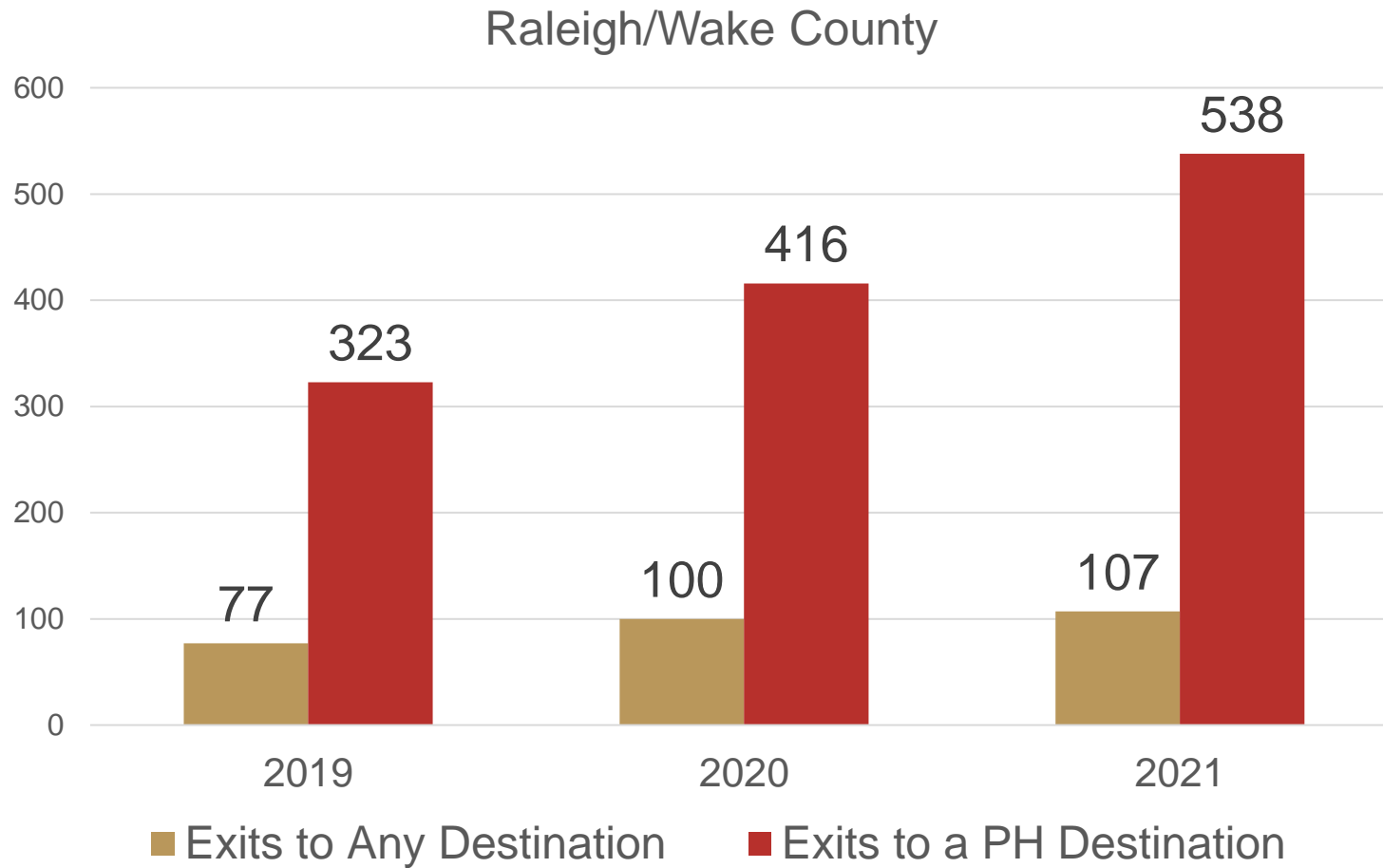# System Performance Measure
% of Total **Exits to Permanent Housing** from All Interventions (ES, TH, RRH, PSH)

Exits to PH

Bar chart showing Exits to PH: 2019 = 23%, 2020 = 24%, 2021 = 43%

■ Exits to PH

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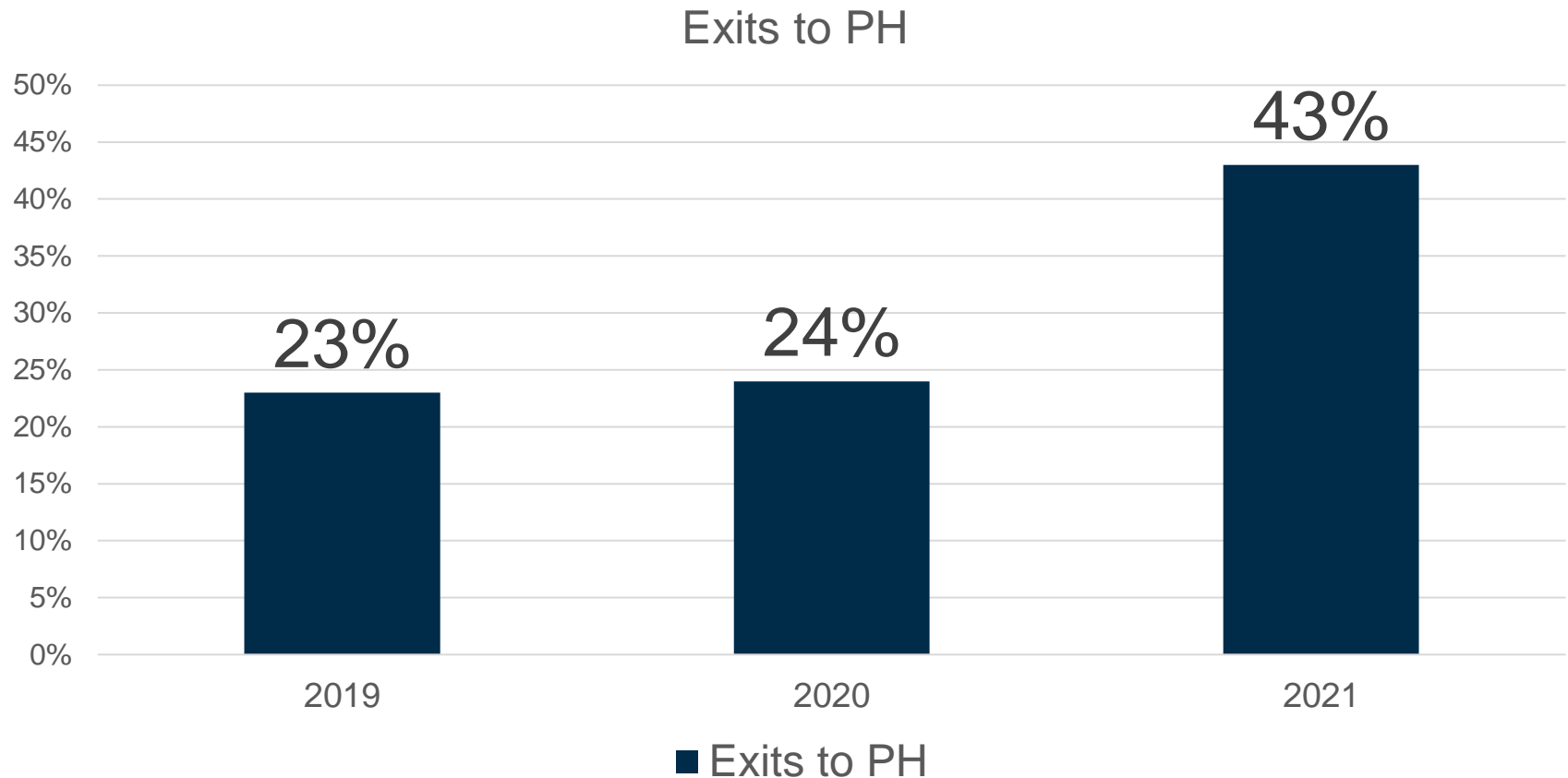
System Performance Measure
Length of Stays from Program Entry to **ANY** Exit Destination

Raleigh/Wake County

Exits to Any Destination
Exits to a PH Destination

National Alliance to End Homelessness

System Performance Measure
Returns to Homelessness

Chart Title

ES   TH   RRH/PSH

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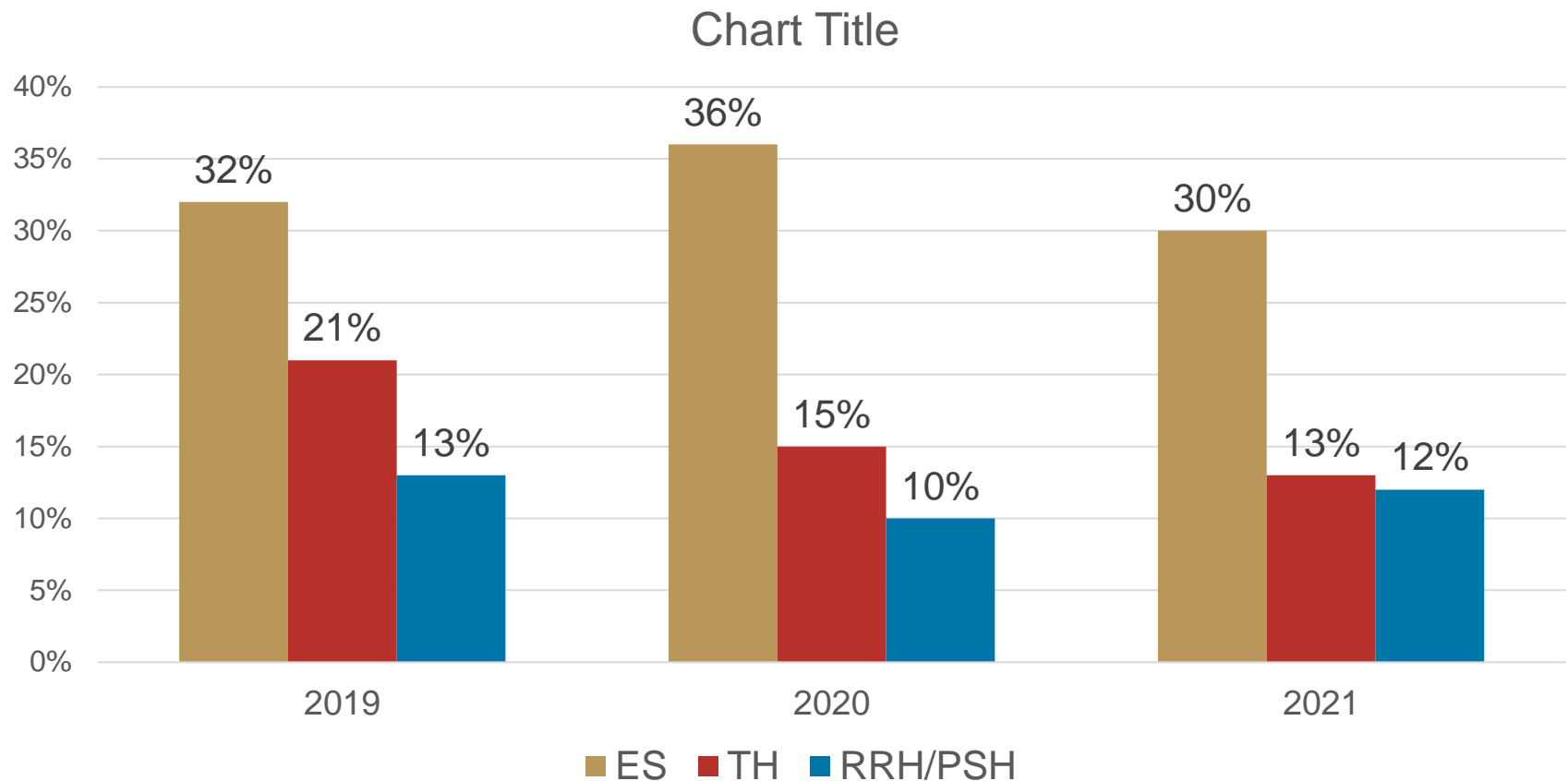
Elements of an Effective Homeless Response System With Good System Flow

- **Housing First** approach across all interventions within the system

- **Diversion** from imminent homeless system when safe and appropriate

- **Rapid identification and engagement of people** experiencing unsheltered homelessness to connect them to crisis services and housing assistance

- **Quick, accessible, low-barrier pathways to shelter** and other crisis services with **short stays** in shelter

- **Rapid connection to permanent housing** for all sheltered and unsheltered people, *whether or not* they are matched to a housing resource through coordinated entry

SYSTEM PERFORMANCE AND MEASUREMENT

Why Data?

Good data is essential to plan an end homelessness, evaluate programs, and properly (re-)allocate resources.

1. **Point-in-time (PIT) and Housing Inventory Count (HIC) data**
   - Identifies at any one time numbers and characteristics
   - Identifies trends
2. **System-Wide Data**
   - Continuously collected and reviewed at minimum quarterly by governance board
   - Used to assess cost; to plan solutions; to implement prevention measures; and to measure outcomes.
3. **Program Level Data**
   - Collect and review monthly – look for trends and respond to them quickly
   - Use to improve outcomes to increase exits to PH and decrease LOS
   - Identifies what programs are best in each intervention; where can reallocation be made

Using Data to Measure Performance and Improve System Outcomes

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Use Your Data to Design Your System

Is Raleigh/Wake County using HMIS data to monitor and manage programs and make (re-)allocation decisions based on what your system needs and performance?

- Does the Governance Board use HMIS data to evaluate programs and interventions and make changes accordingly (at least quarterly)

- Are Providers across Raleigh/Wake County using HMIS data to monitor, manage, and improve their programs?

  - What can the HMIS do to provide agencies with useful information they can use?

Does the Governance Board use HMIS data to evaluate programs and interventions and make changes accordingly

Leadership

Our community routinely reflects on data from either our Homeless Management Information System (HMIS) or other case management software to understand who we are serving and how effectively they are being served and makes adjustments to our service delivery accordingly.
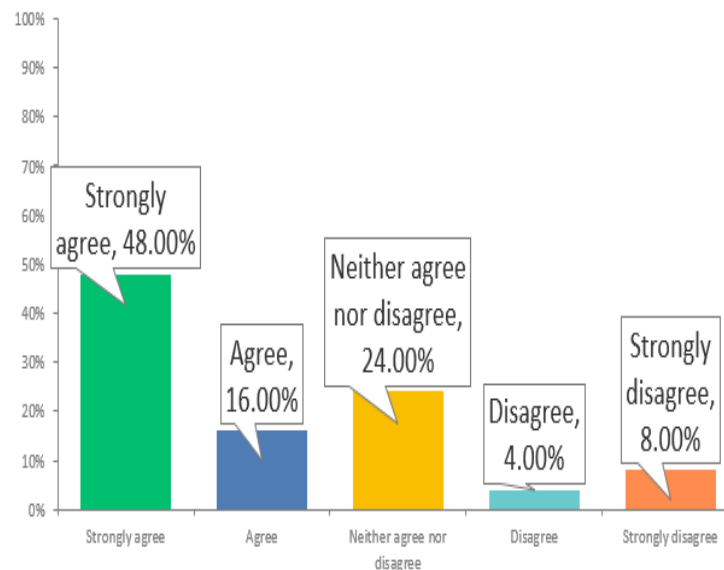
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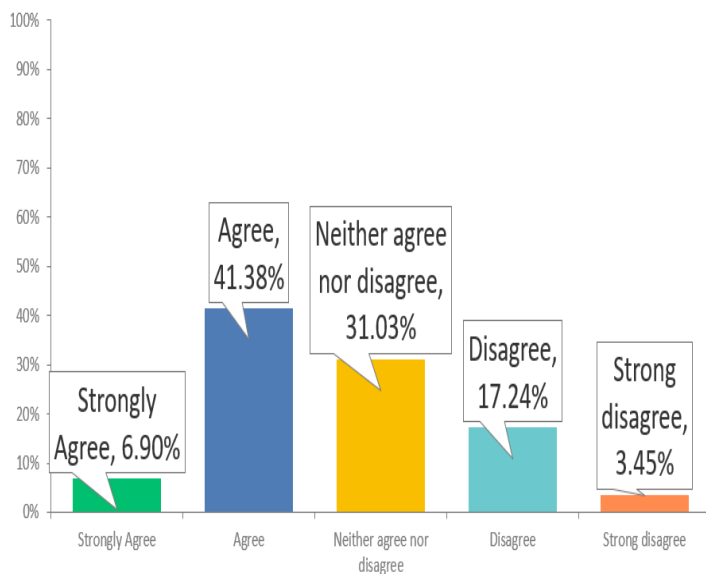
Providers

As a community, we routinely reflect on data from either our HMIS or other case management software to understand who we are serving and not serving well and make adjustments to our service delivery.

Answered: 25   Skipped: 0

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System Assessment
Use Your Data

Critical System Measures

- Number who become homeless

- Returns to homelessness

- Duration of homeless episodes

- Numbers who move to permanent housing

Effectiveness of current interventions/programs in creating system flow to end homelessness

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Right Size Your System

Outcome Data

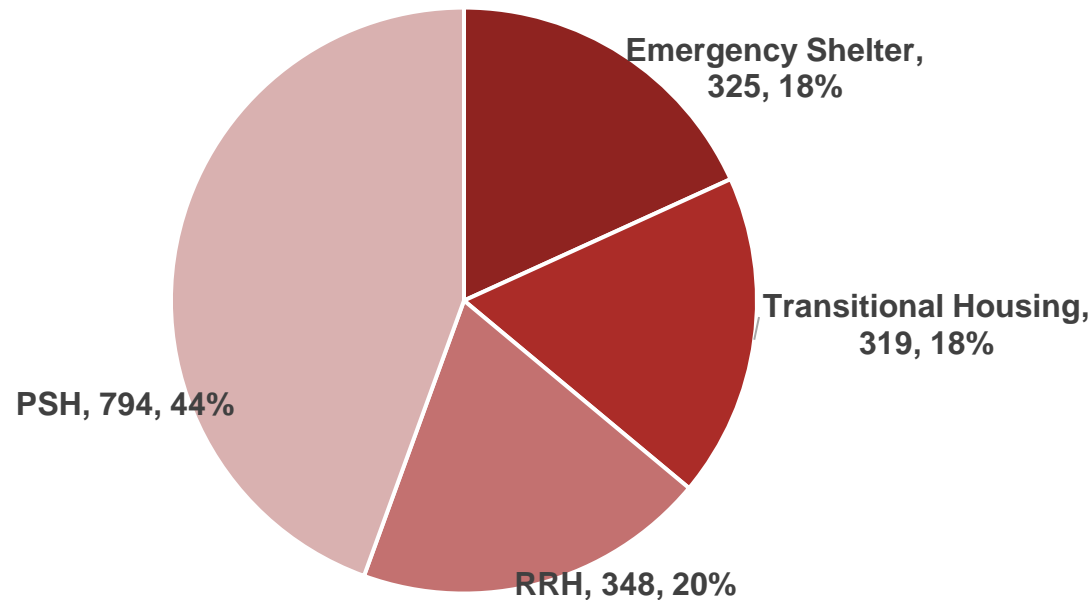Funding Allocations

Stakeholder Feedback
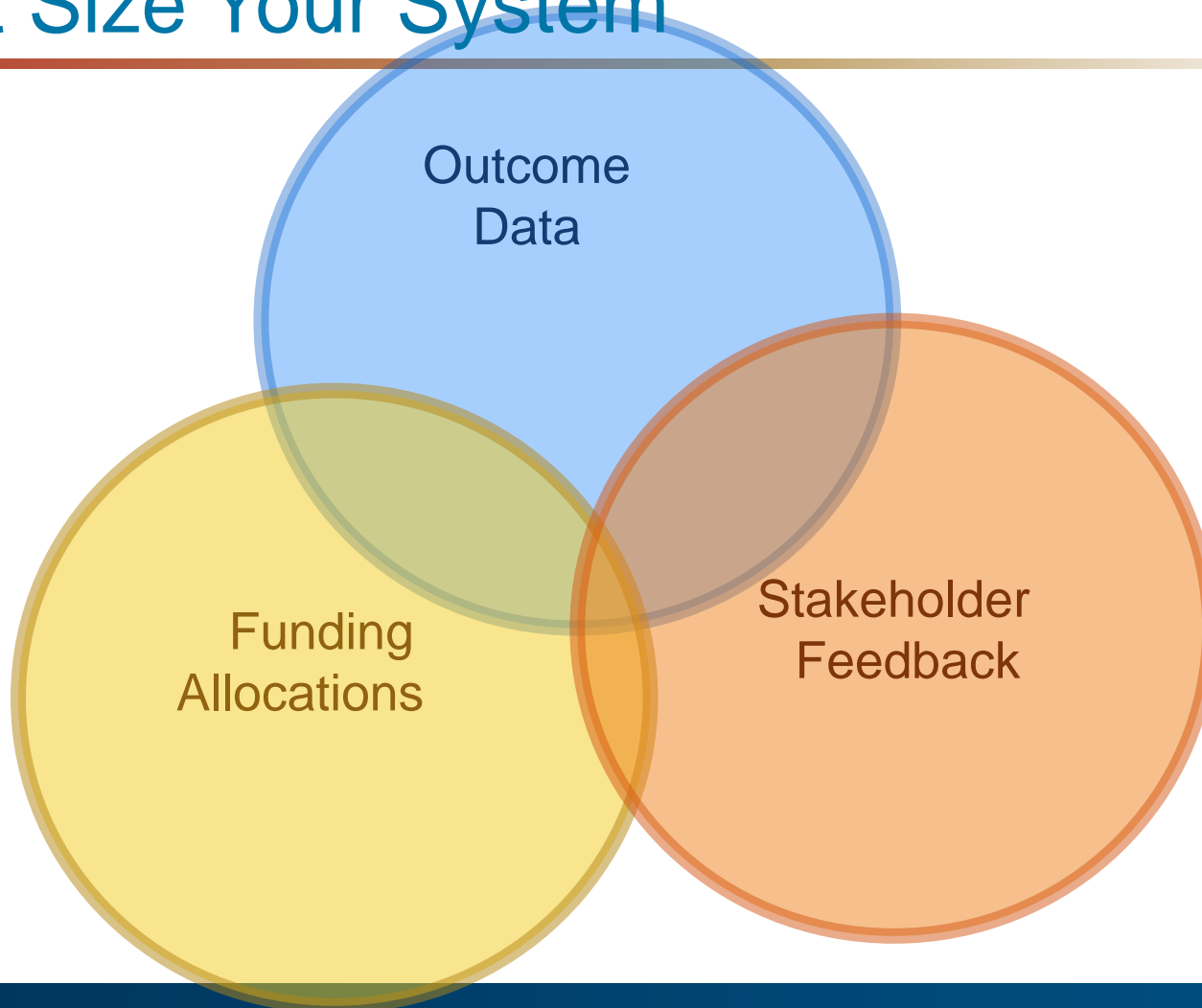
Right Size the Raleigh/Wake County System

TH makes up half of beds, RRH is less than half of PSH.

Prioritize RRH and Crisis beds investments *regardless of funding*

Raleigh/Wake County Bed Inventory 2022

Emergency Shelter, 325, 18%

Transitional Housing, 319, 18%

RRH, 348, 20%

PSH, 794, 44%

- Emergency Shelter
- Transitional Housing
- RRH
- PSH

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System Assessment Conducted by the Alliance

Homeless System Evaluator

(quantitative data on program and system level)

+

Qualitative Assessment Tools (3 Sets of Surveys)

(qualitative data; beliefs about the system)

+

System Performance Measures

+

Racial Equity Data

National Alliance to End Homelessness

System Assessment Evaluator Tool

HMIS Data from 7/1/21- 6/30/22

Baseline Homeless Population Data

1) PIT and Annual Figures

This chart allows you to look at trends in your homeless population, household composition, and sheltered/unsheltered ratio over time.

Step 1:	Insert the data from your past three HUD point in time (PIT) counts and the annual figures from your AHAR **(October 1 through September 30)** into the yellow cells where indicated. Use actual numbers not percentages.
Tip:	The unshaded cells automatically calculate and are used to produce charts 1 - 6 of showing three year trends of household types and shelter status.

	Year	Singles Unsheltered	Singles Sheltered	Singles in TH	Total Singles	Persons in Families Unsheltered	Persons in Families in Shelter	Persons in Families in TH	Total Persons in Families	Total Persons	Total Estimated Families *	Total Estimated Households
PIT Counts	2020	218	359	86	663	4	57	42	103	766	34	697
	2021	138	125	32	295	77	56	29	162	457	54	349
	2022	594	121	42	757	161	43	24	228	985	76	833
Annual Counts	2019		2572	91	2614		799	126	925	3539	272	2880
	2020		1076	36	1106		1042	178	1220	2326	348	1425
	2021		1706	9	1715		517	178	695	2410	203	1909

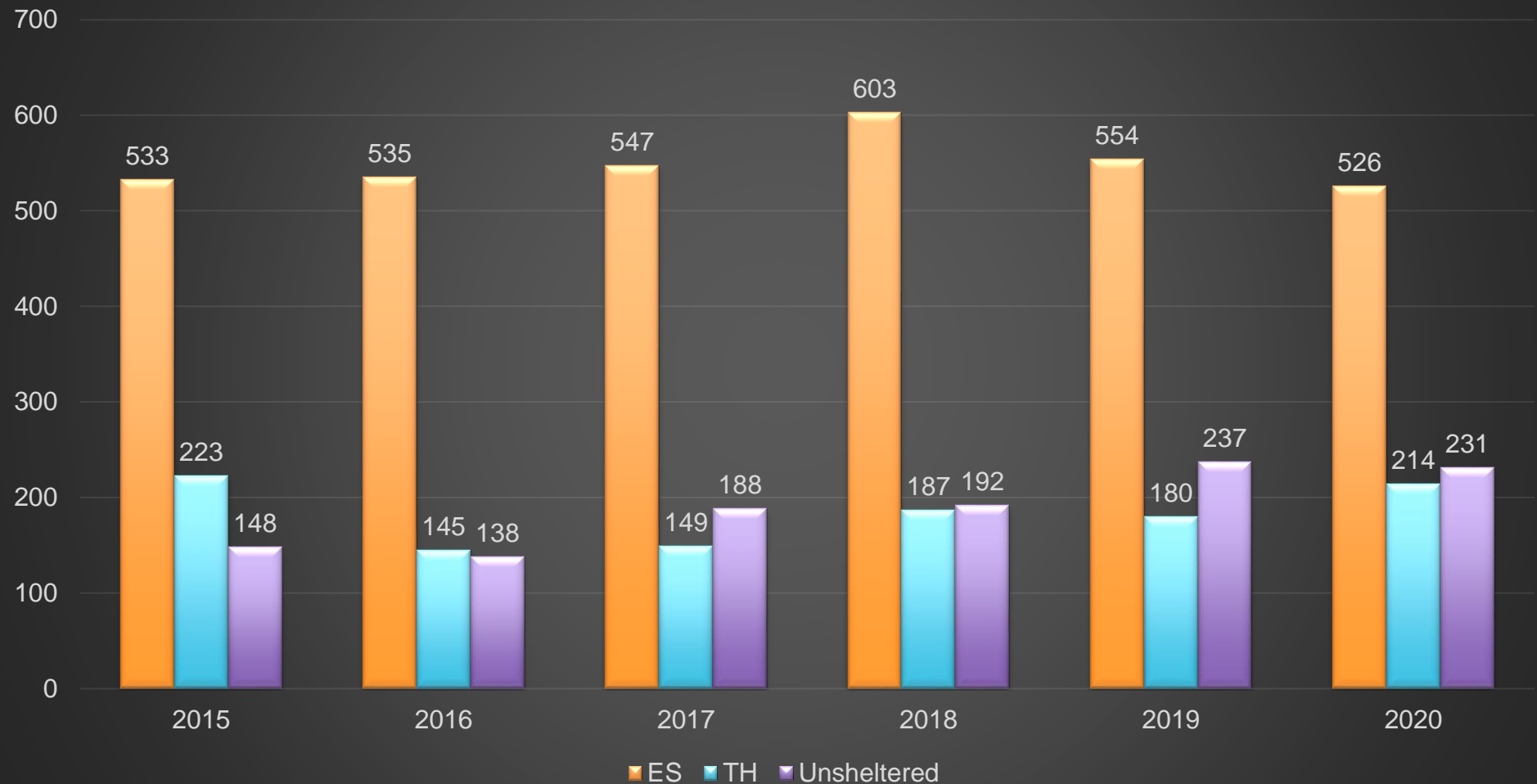National Alliance to End Homelessness

WHAT DOES RALEIGH/WAKE COUNTY DATA TELL US?

Raleigh/Wake County Five Year Trend
2015 - 2020

Raleigh/Wake County CoC Homeless Trends
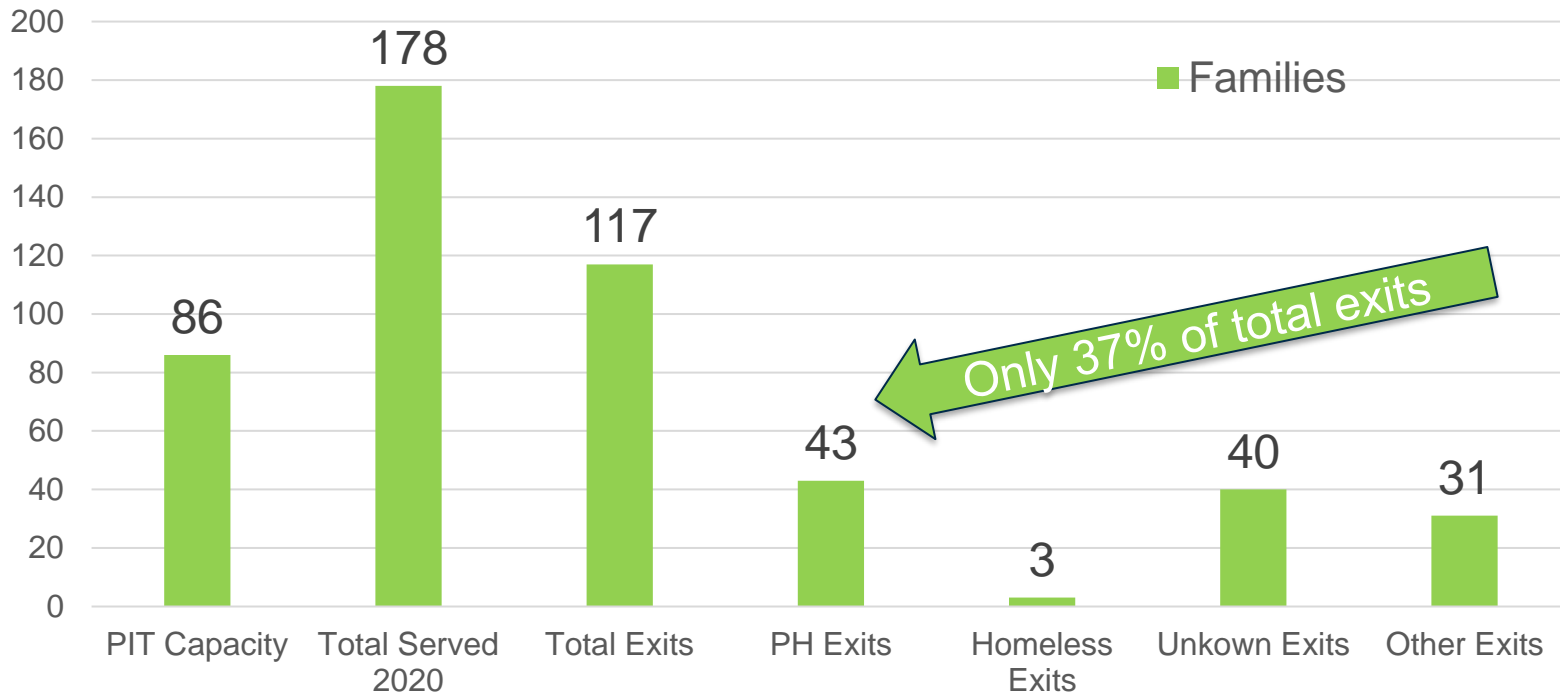
Data
Shelter Exit Outcomes 2022

Exit Outcomes by Program Type
Shelters

Y-axis: Total Persons (0 to 1400)

	# exits to Perm. Hsg.	# of exits to H'less status	# of exits to unknown	Other exits
Singles in Shelters	257	1252	310	436
Families in Shelters	164	96	24	158

■ Singles in Shelters   ■ Families in Shelters
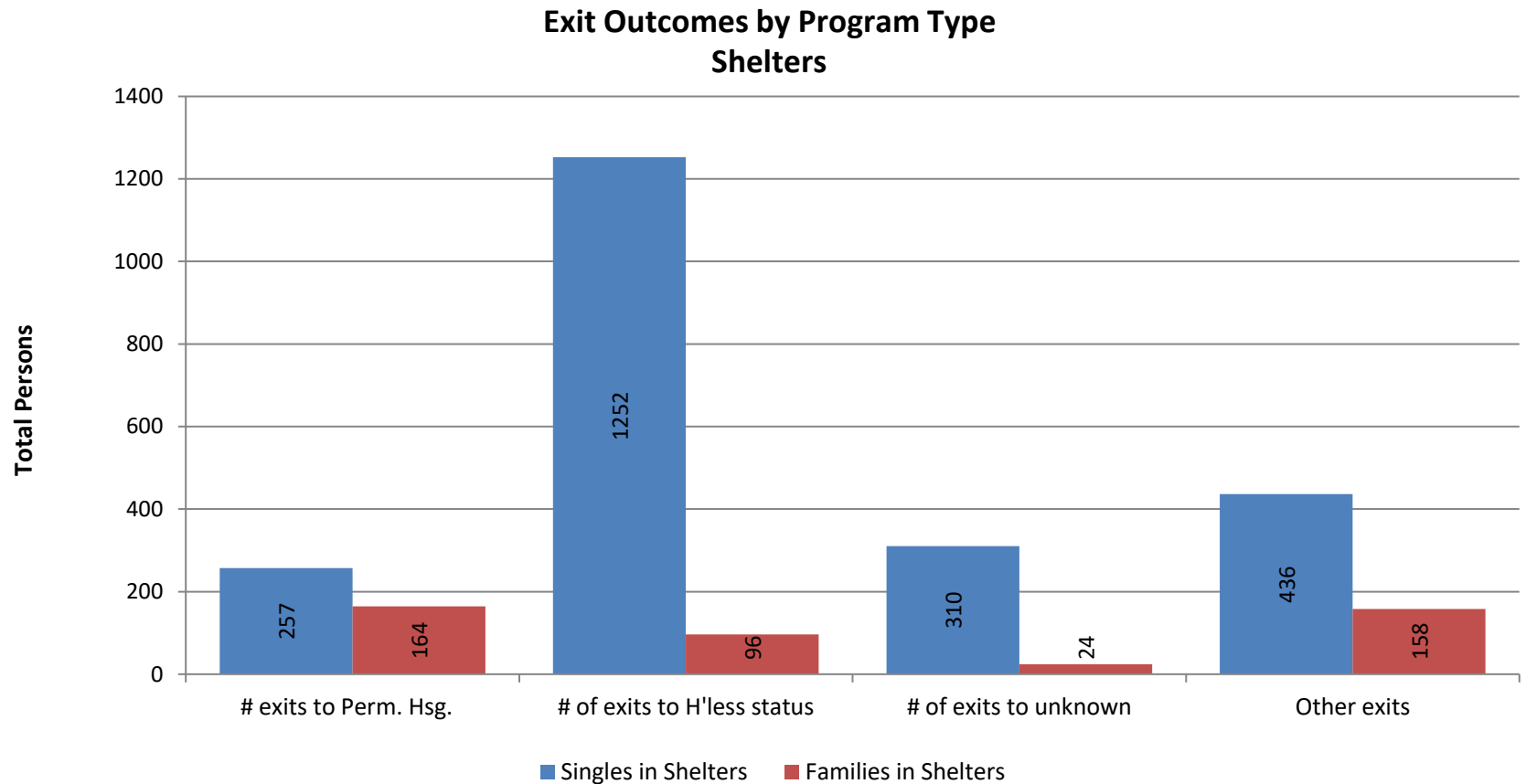
Data
2020/2021 Lengths of Stay

2020

	Single Adults in Shelter	Single Adults in TH	Families in Shelter	Families in TH
Total # of Persons Served	2572	91	799	126
# w/Length of Stay				
1-7 days	2194		95	1
8-30 days	702	9	86	
1-3 months	458	9	365	13
3-6 months	219	20	175	45
6-9 months	78	30	64	28
9-12 months	36	23	68	39

2021

	Single Adults in Shelter	Single Adults in TH	Families in Shelter	Families in TH
Total # of Persons Served	1076	36	2106	178
# w/Length of Stay				
1-7 days	464		68	4
8-30 days	296	1	145	7
1-3 months	275	2	444	25
3-6 months	201	5	344	80
6-9 months	77	15	96	34
9-12 months	34	15	89	41

National Alliance to End Homelessness

Rapid Re-Housing
Exits 7/1/21 – 6/30/22

**Exit Outcomes by Program Type
Rapid Re-Housing**

Out of 197 total exits 40%

Out of 365 total exits 51%

32%

34%

Total Persons

187

116

100

79

67

51

40

11

exits to Perm. Hsg.   # of exits to H'less status   # of exits to unknown   Other exits

■ Singles in rapid re-housing   ■ Families in rapid re-housing
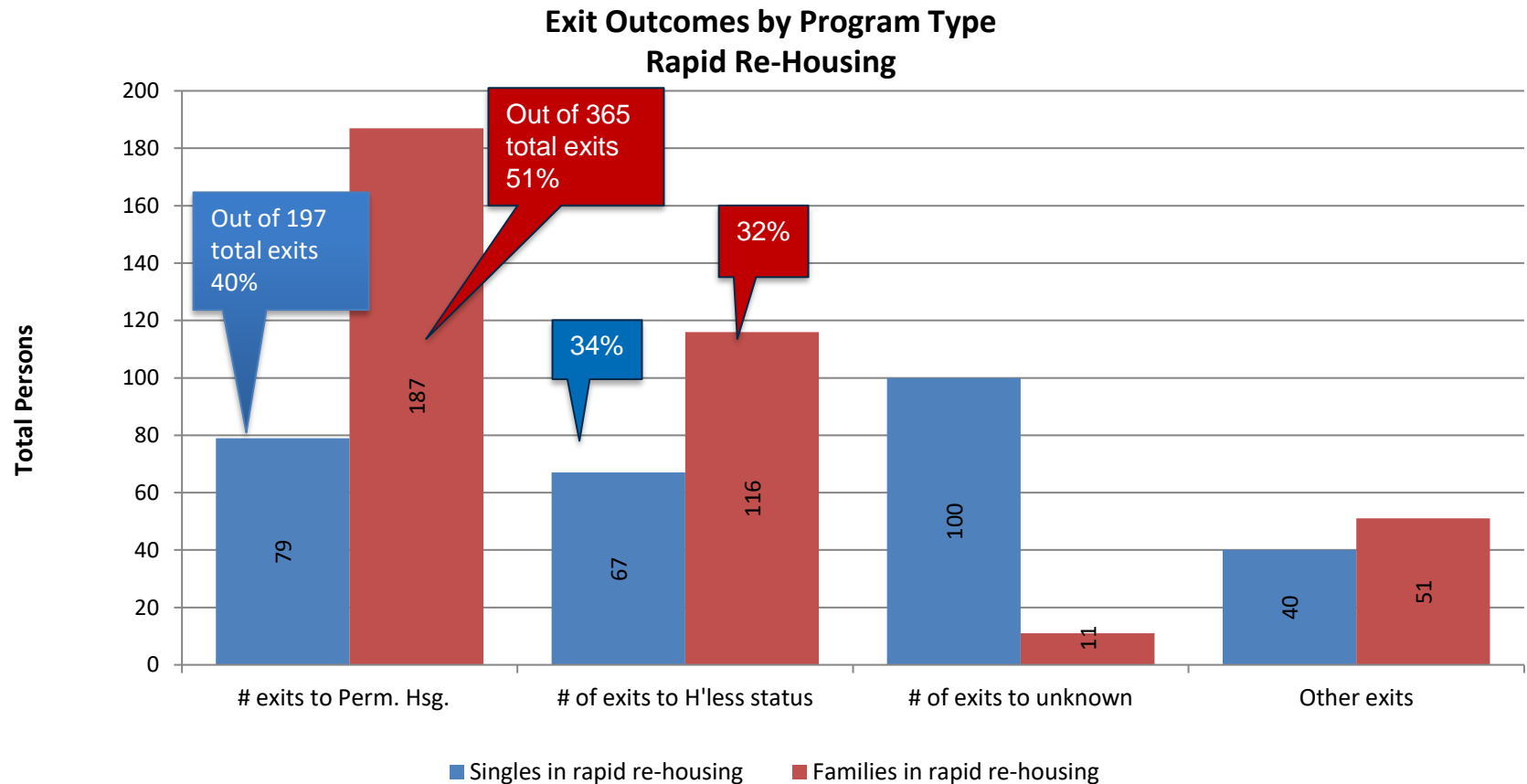
Data-Cost Per Exit By Component – what is your bang for your buck

	Cost Per Exit	Cost per Exit to Permanent Housing	Rate of Return to Homelessness
Emergency Shelter			
Single Adult			
Family			
Transitional Housing			
Single Adult			
Family			
Rapid Re-Housing			
Single Adult			
Family			

Important information

"bang for your buck"

FIVE MINUTE STRETCH BREAK

PART FOUR

A. **Community Survey Feedback**
B. **Addressing Racial Disparities and Inclusion**
C. **System Flow**

WHAT ARE THE RETURNS ON OUR INVESTMENTS TO END HOMELESSNESS IN RALEIGH/WAKE COUNTY ?

Homelessness in Raleigh/Wake County CoC 2021 Awards
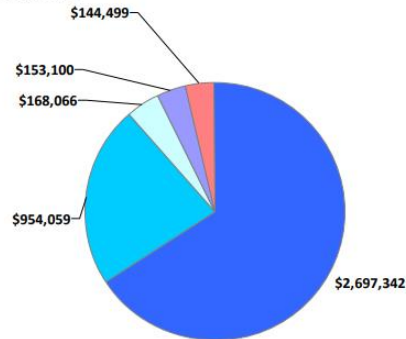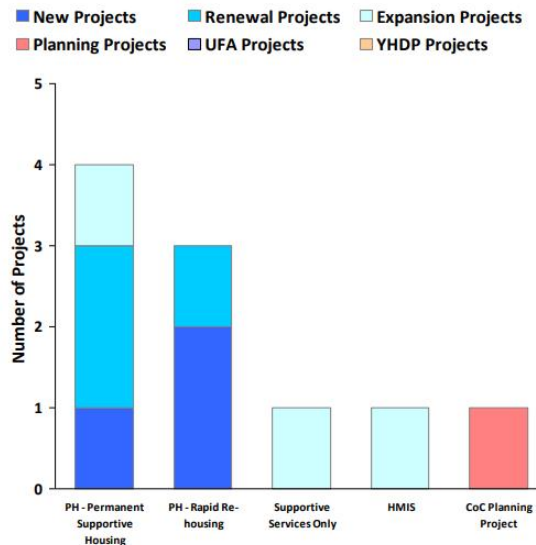
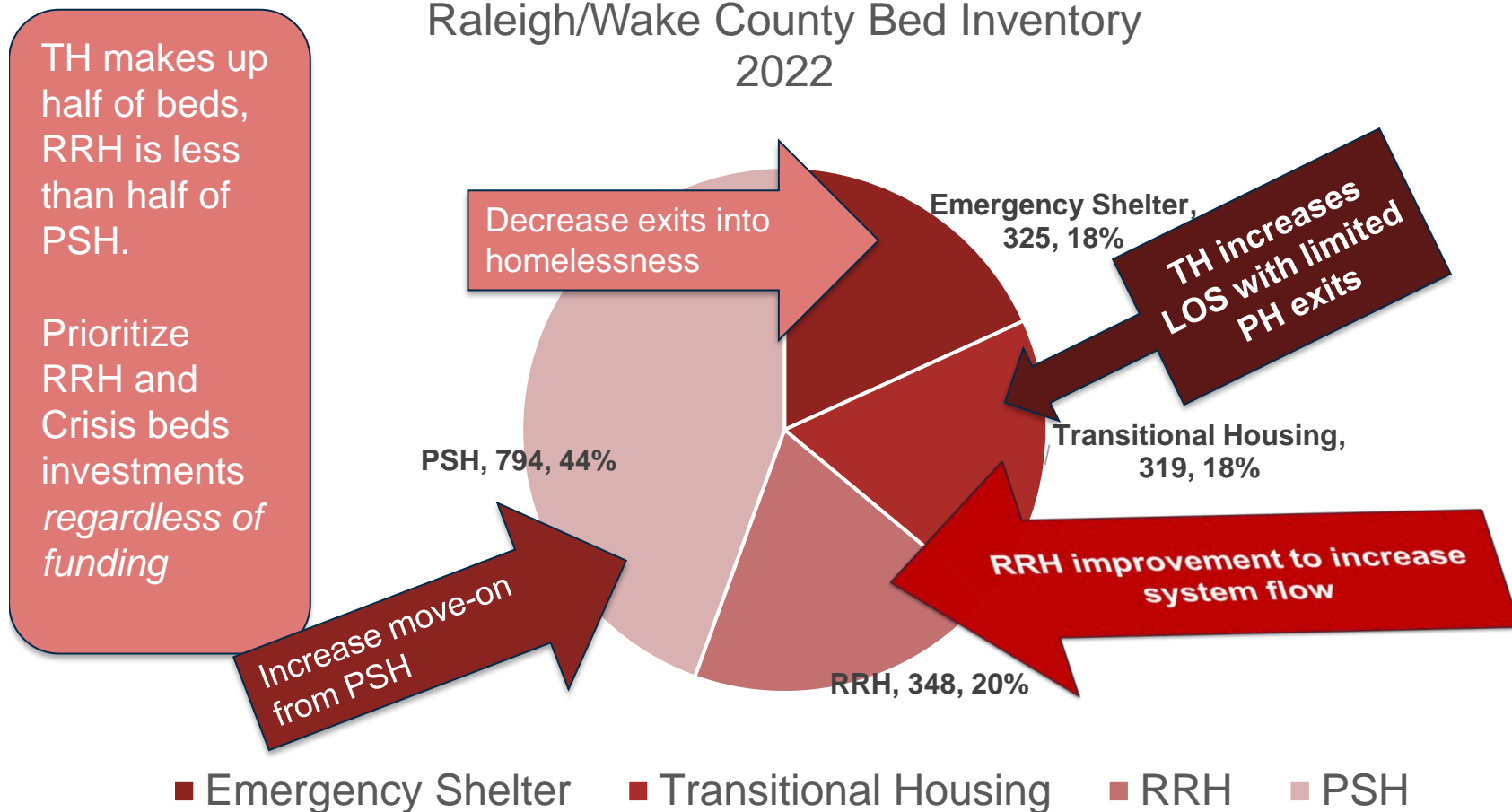National Alliance to End Homelessness

Increasing System Flow in Raleigh/Wake County

Raleigh/Wake County Bed Inventory 2022

TH makes up half of beds, RRH is less than half of PSH.

Prioritize RRH and Crisis beds investments *regardless of funding*

Decrease exits into homelessness

TH increases LOS with limited PH exits

Emergency Shelter, 325, 18%

Transitional Housing, 319, 18%

PSH, 794, 44%

RRH improvement to increase system flow

Increase move-on from PSH

RRH, 348, 20%

■ Emergency Shelter   ■ Transitional Housing   ■ RRH   ■ PSH

Other Funding

Sources

- CoC Funding
- ESG Funds
- Home $$
- CDBG
- United Way
- Foundations
- Private Donations

Investments

- How are decisions made?
- How are projects evaluated used HMIS performance reports
- Are projects funded creating system flow and right sizing the system
- Is there a community wide funding priorities/committee for all available resources?

COLLIER COUNTY STAKE HOLDERS WEIGH IN
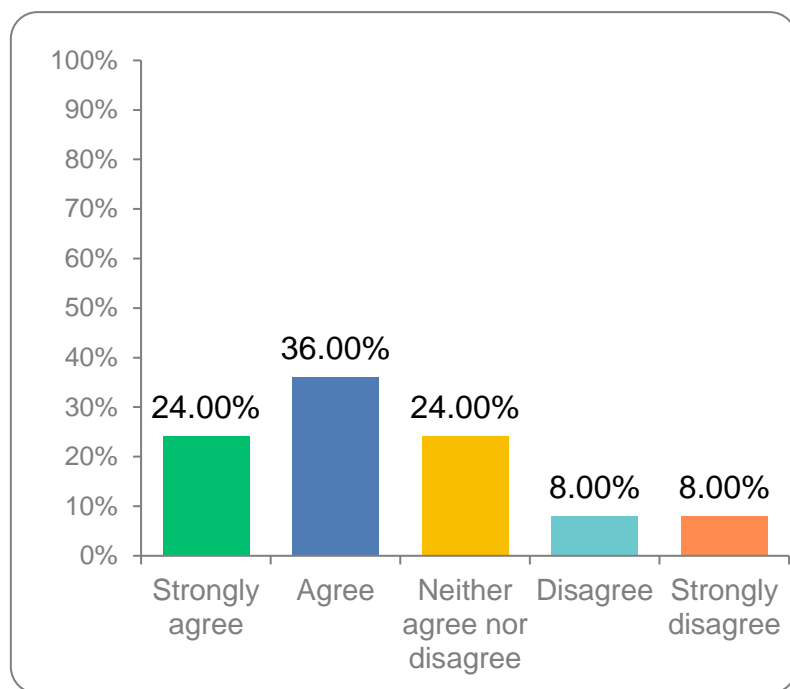
Who Completed The Surveys?
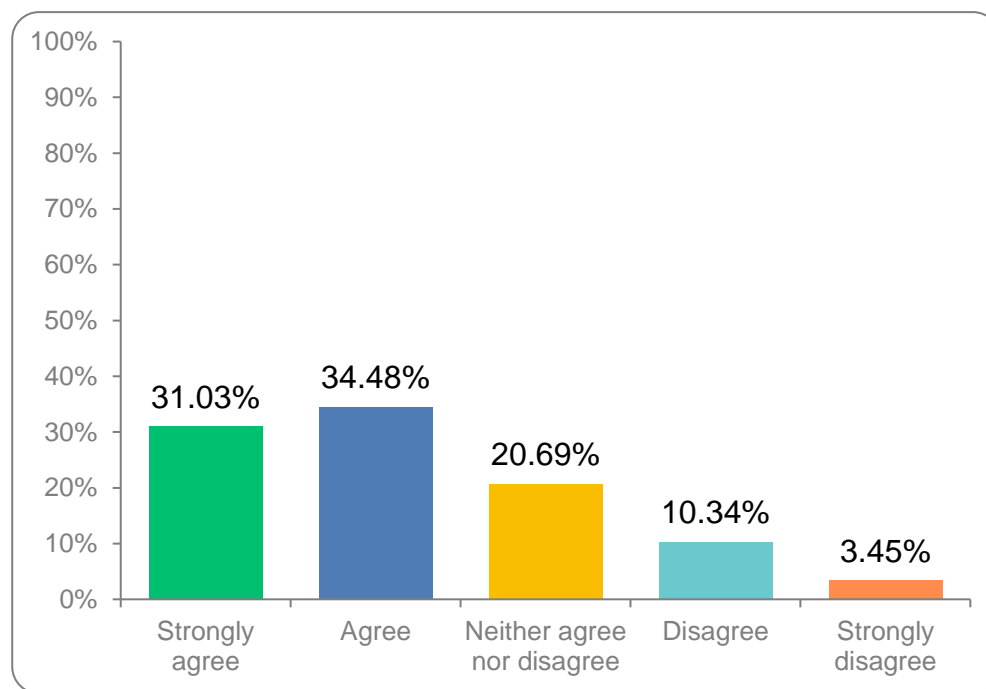
- 26 Providers
- 29 Community Leaders
- 22 PLE

National Alliance to End Homelessness

Planning

I believe that homelessness is a solvable issue in Raleigh/Wake County

Provider Survey

Leader Survey

National Alliance to End Homelessness
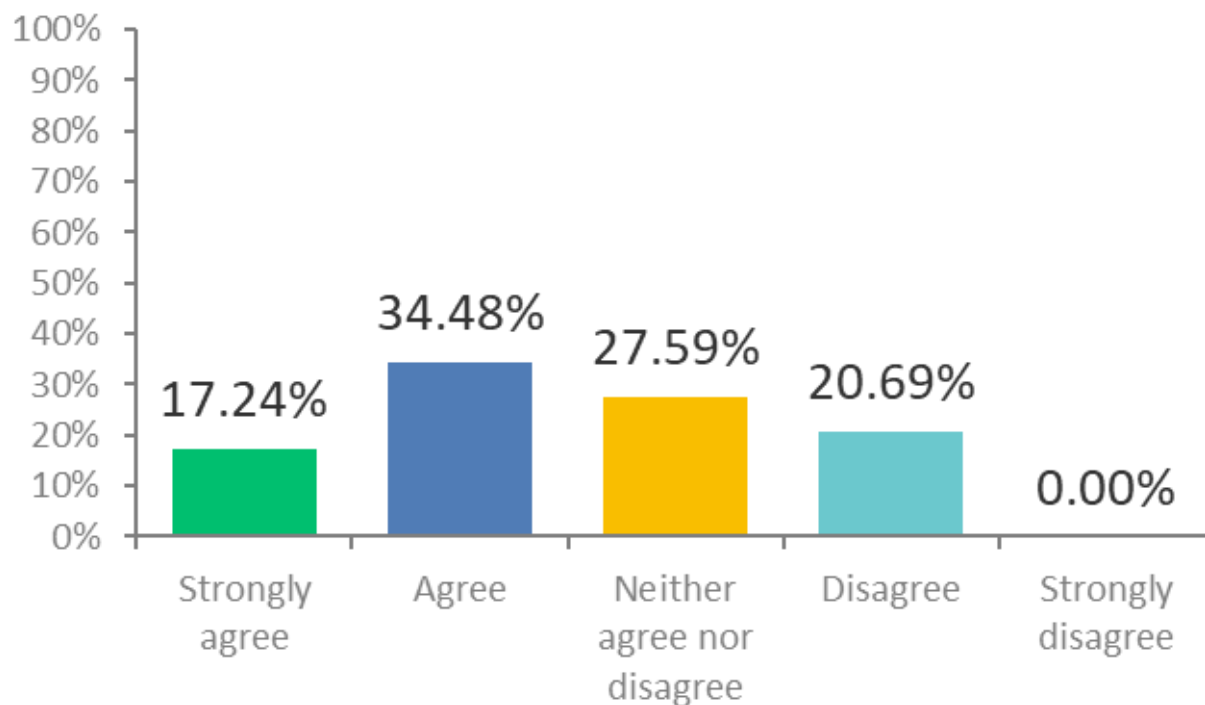
Planning

Our Continuum of Care (CoC) has a Governance Board. The role and structure of the Governance body is clear, and I understand how decisions are made on behalf of the CoC. (Leadership)

National Alliance to End Homelessness

Prioritization

Funding and service decisions in our community are prioritized to focus on permanent solutions to homelessness.
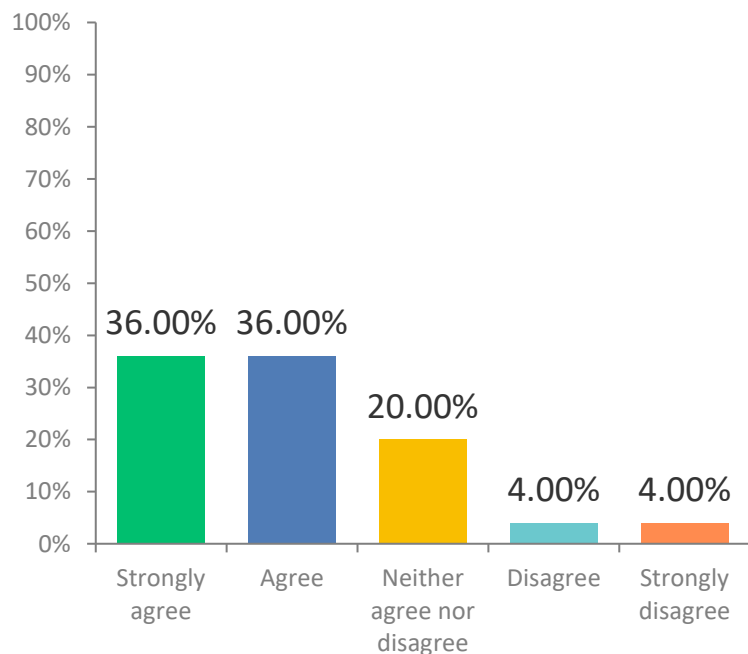
Leader Survey
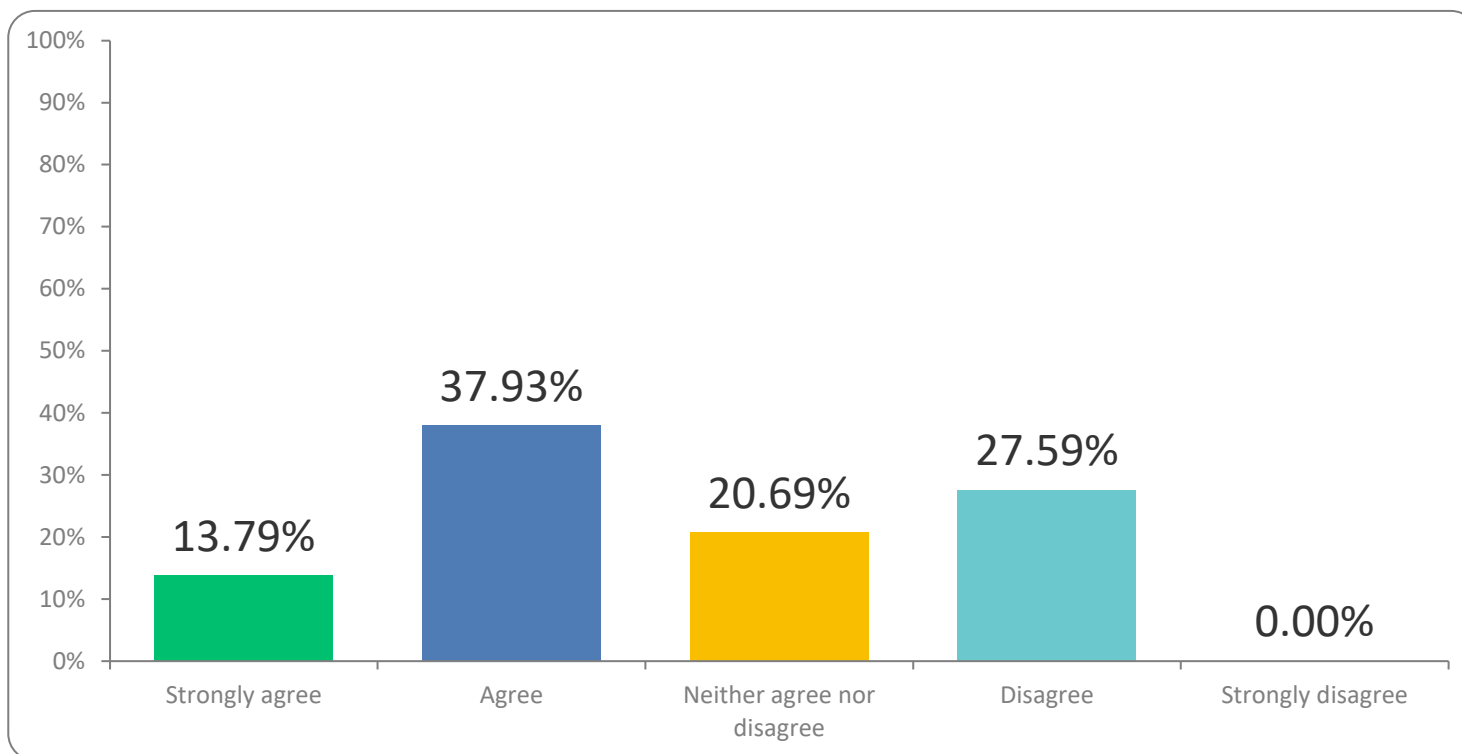
Q6: The community has a periodic review process, outside of the regular annual funding competitions- to evaluate its homeless strategies and determine effective allocation of resources.
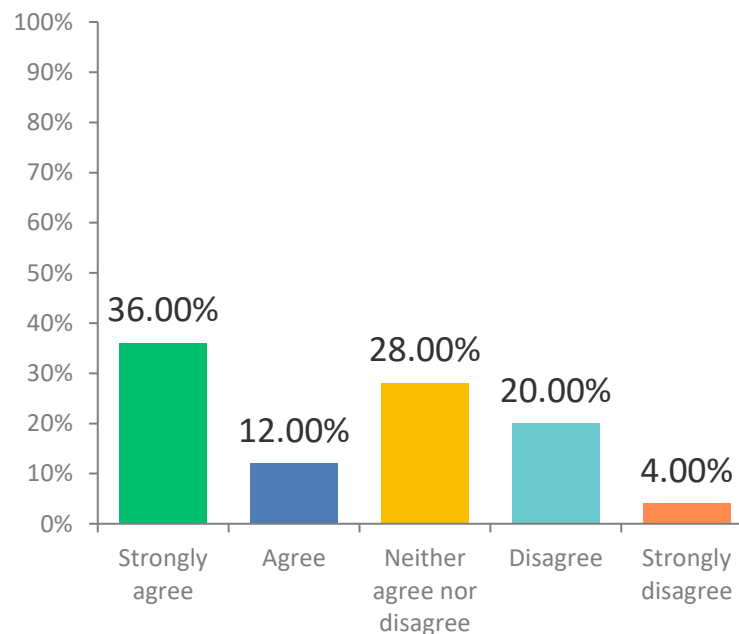
LEADERSHIP SURVEY
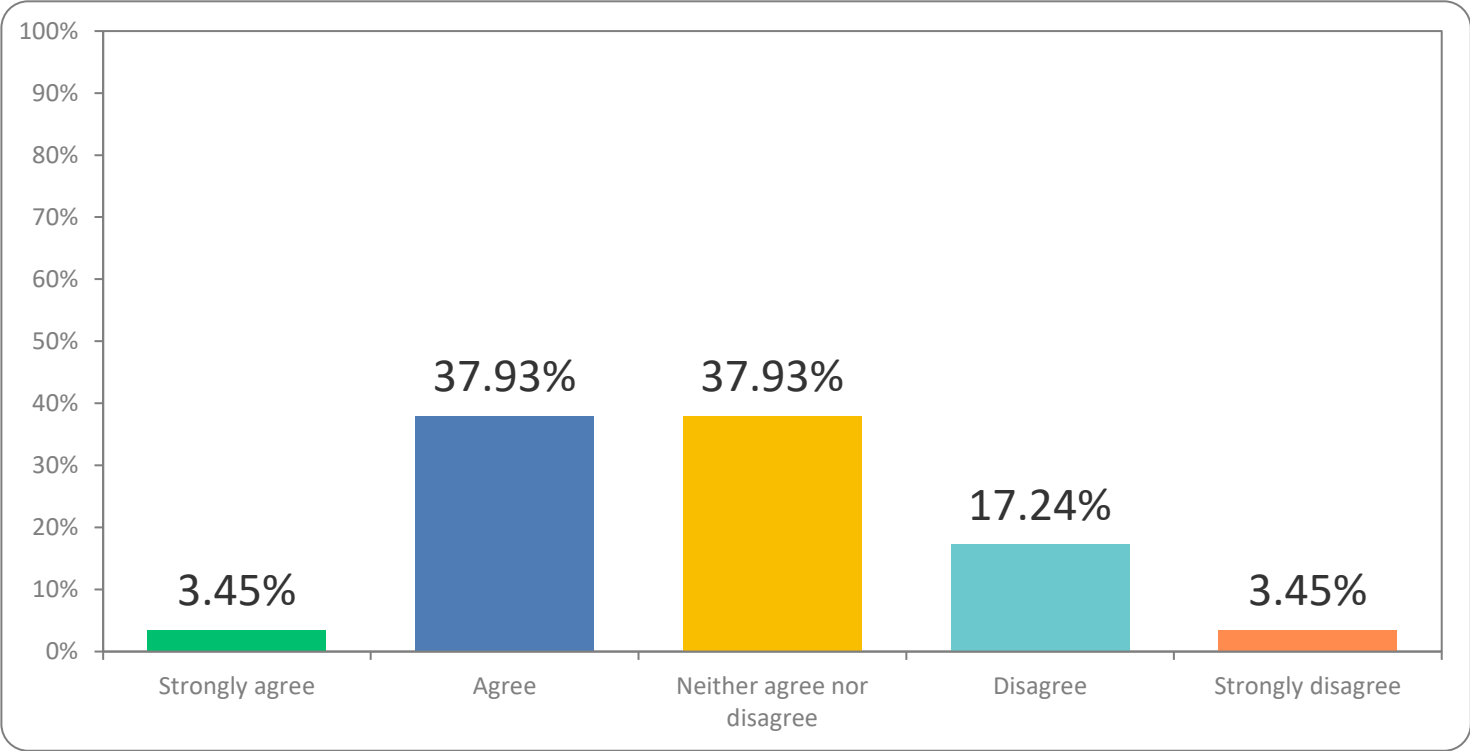
Housing First
Provider Survey

**Our community had adopted a Housing First approach to ending homelessness.**

All people experiencing homelessness are housing ready and should be supported to immediately move into permanent housing as soon as a unit becomes available.

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Housing First
Leader Survey

Homeless services staff and partner agency staff in our community believe that all people experiencing homelessness are housing ready and should immediately be assisted in moving into permanent housing as soon as a unit becomes available.
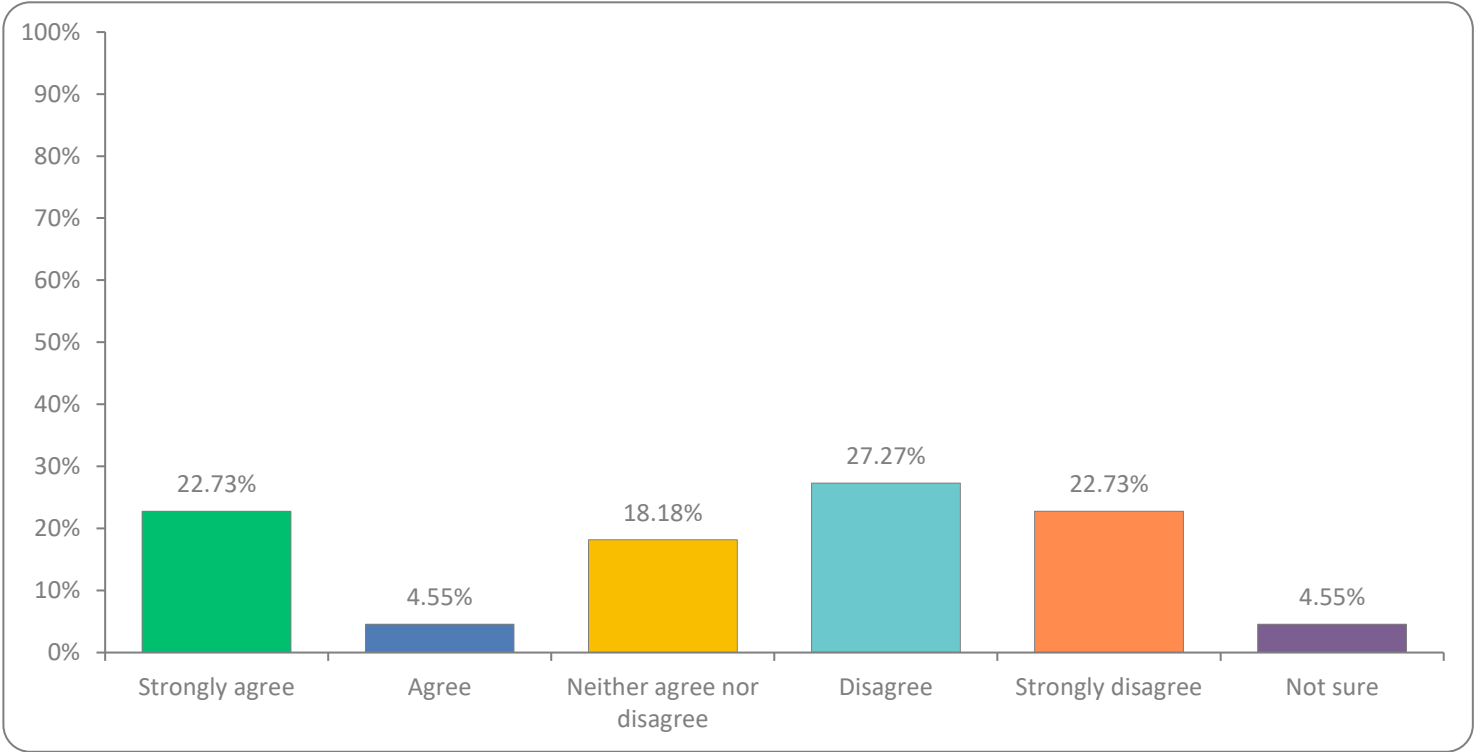
National Alliance to End Homelessness
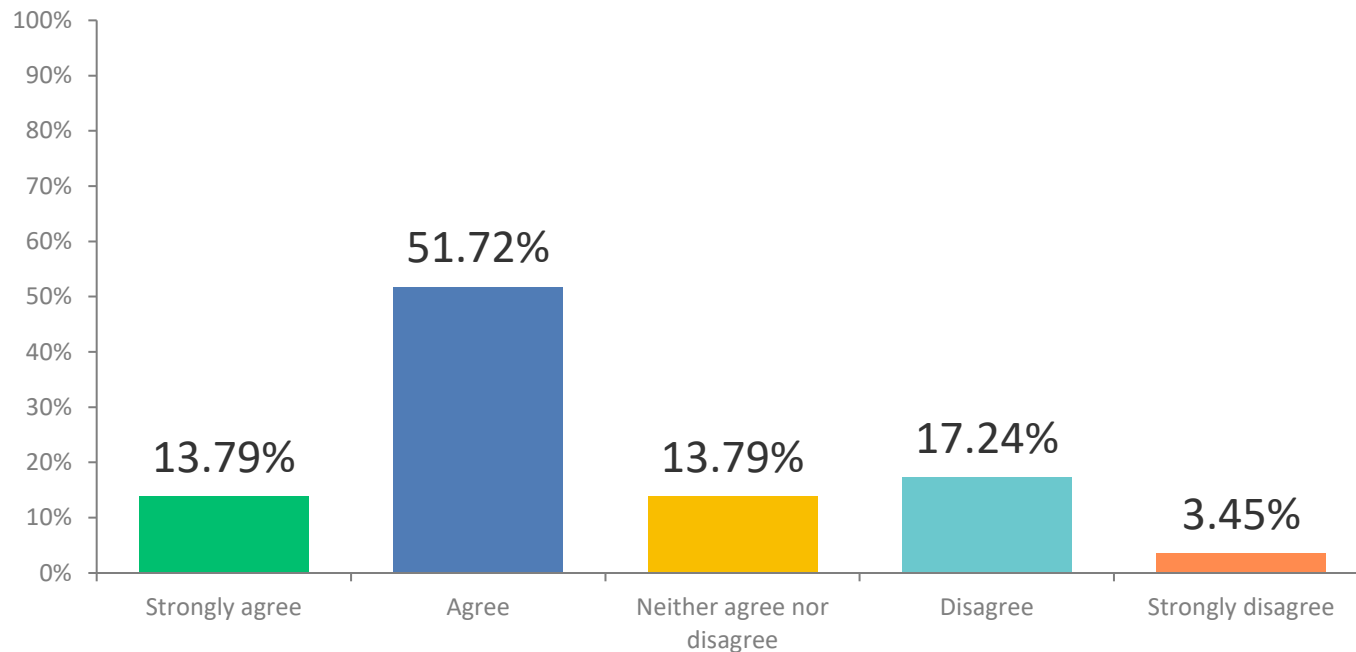
Q8: When I first became homeless, I was assisted in developing a plan to find permanent housing within the first month of connecting with services.
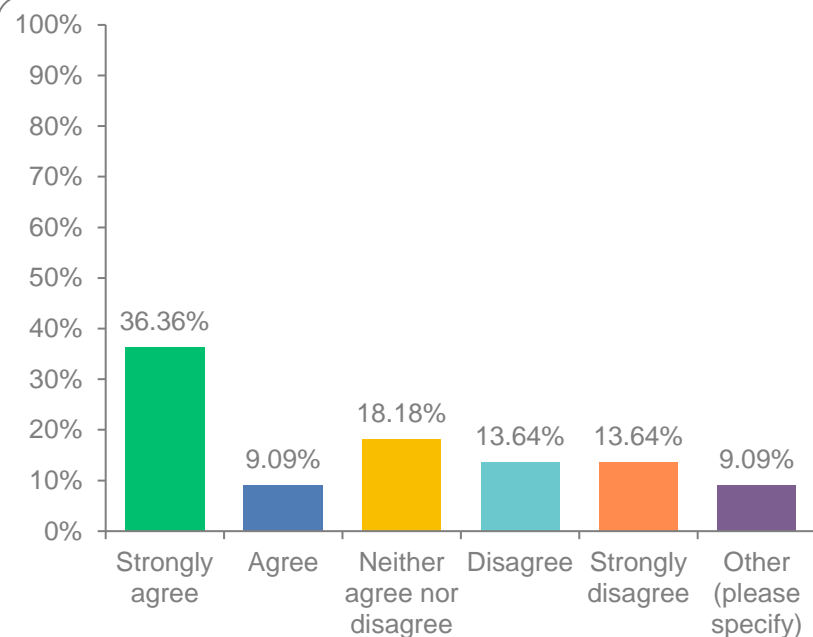
Answered: 22   Skipped: 0

Housing First
People with Lived Expertise

I felt that the services I received while homeless were focused on helping me get into permanent housing as quickly as possible

If you are NOT currently in permanent housing, when do you expect to be?

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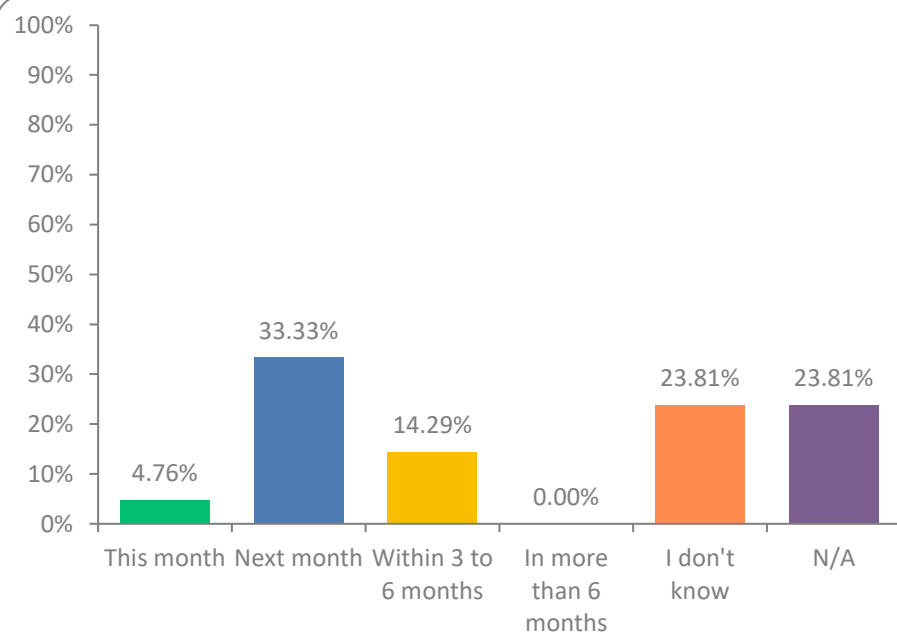
System Flow: Diversion

Provider Survey

Whenever possible, our community employs strategies that divert people away from needing shelter
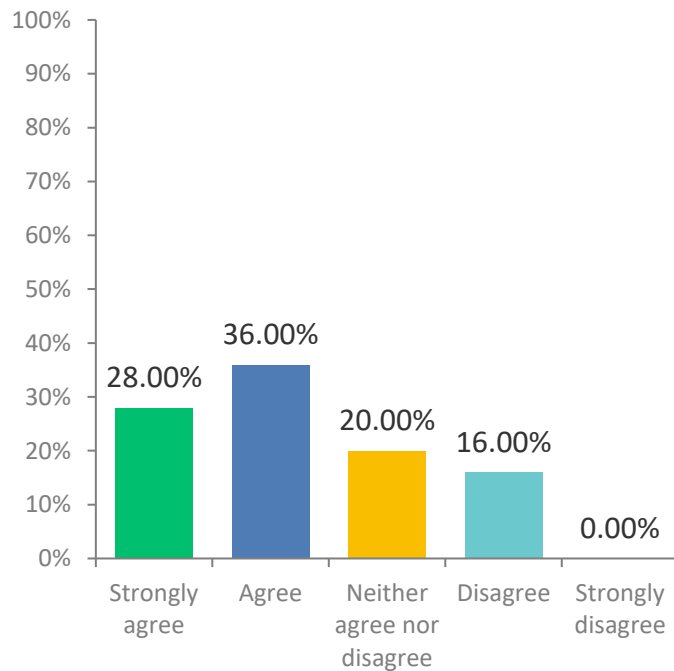
Leadership Survey

Whenever possible, our community employs strategies that divert people away from needing shelter
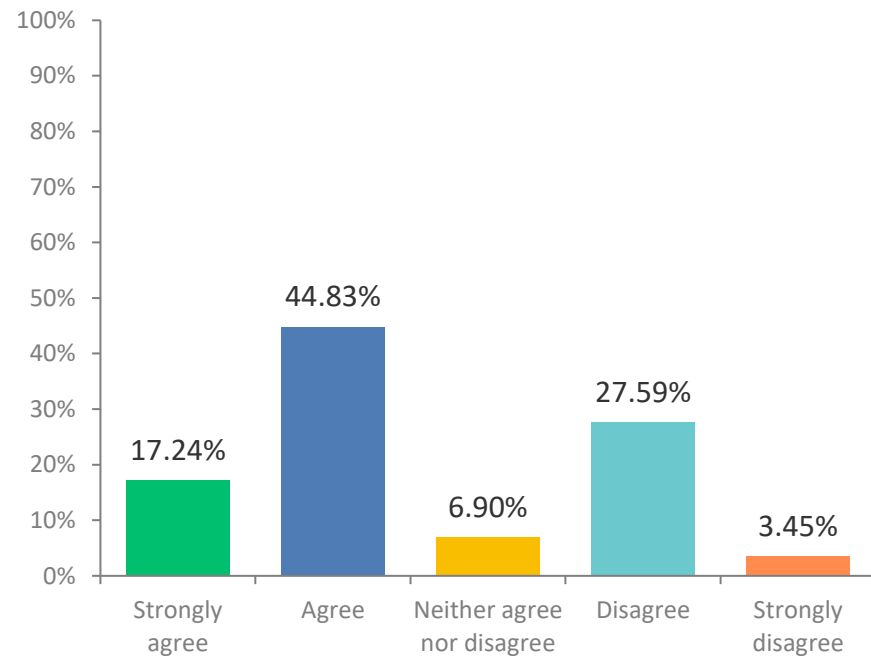
System Flow: Accessible Shelter

Provider Survey

Emergency shelters in our community have few barriers/preconditions for entry and are accessible to the people who need it.

Leader Survey

Emergency shelters in our community have few barriers/preconditions for entry and are accessible to the people who need it.

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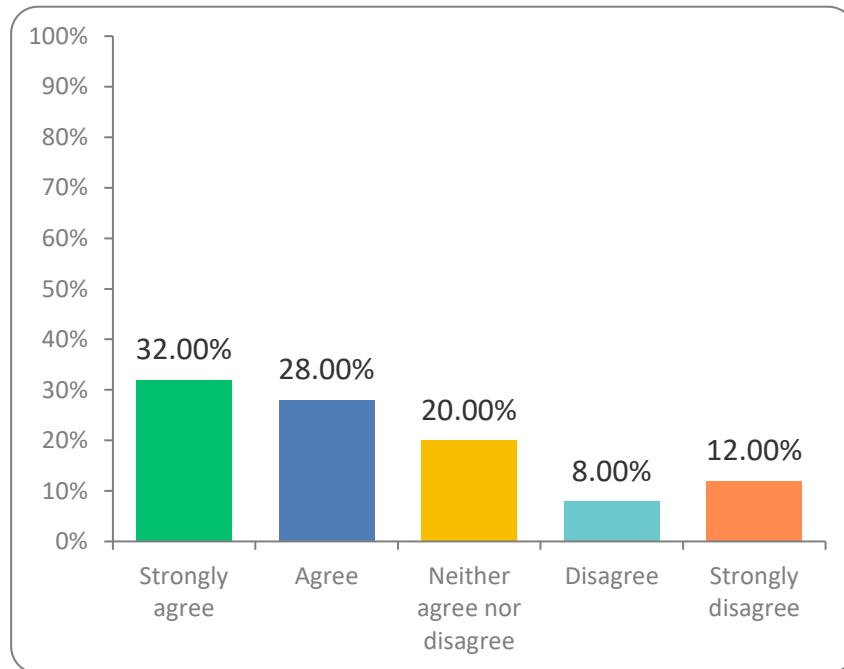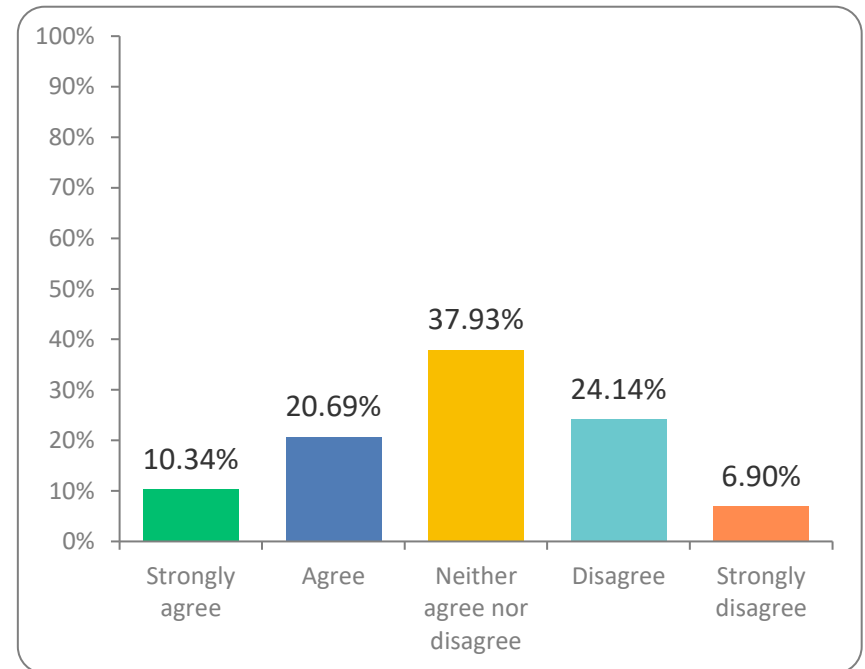
System Flow: Rapid Re-Housing
The community has sufficient RRH resources that assist PEH in being rehoused quickly

Provider Survey

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
16.00%	20.00%	24.00%	16.00%	24.00%

Leadership Survey

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
7.14%	25.00%	14.29%	21.43%	32.14%

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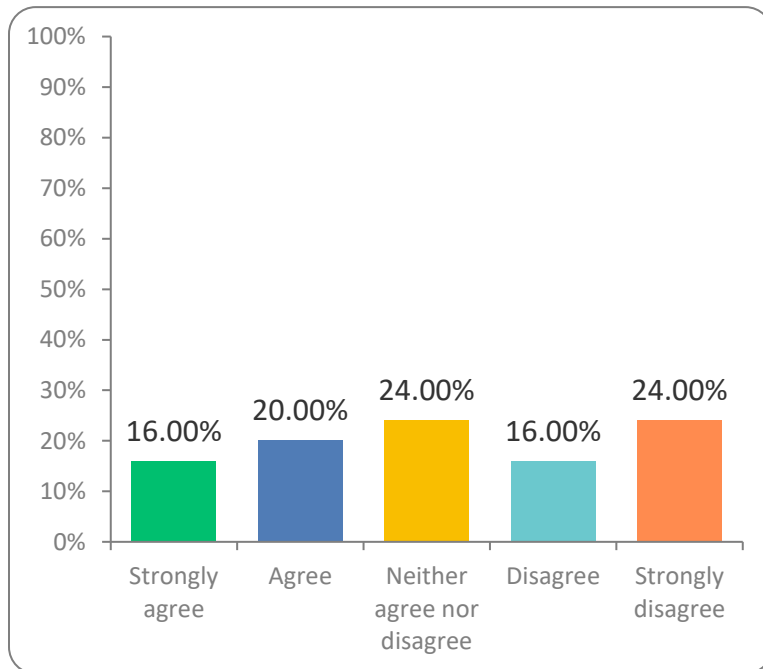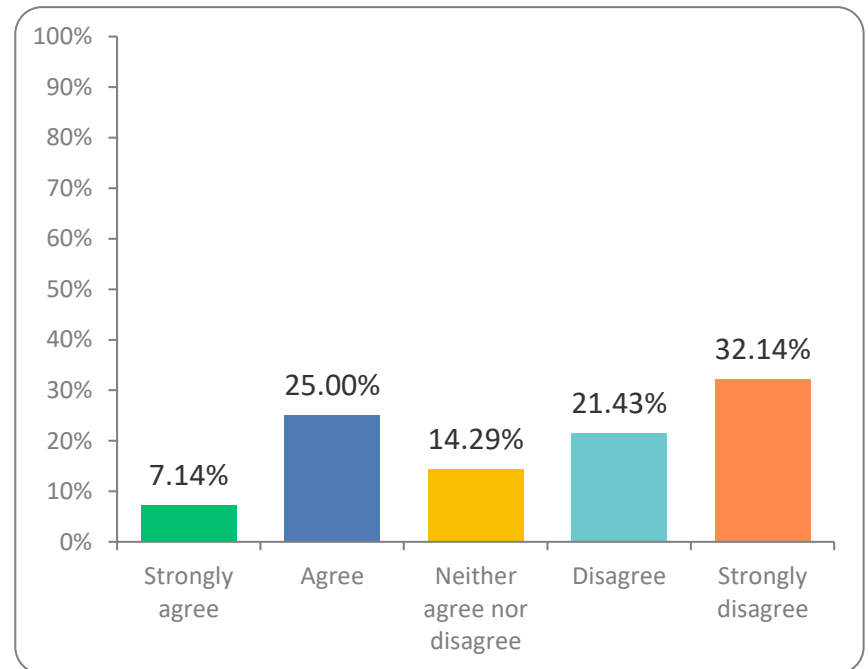
System Flow: Housing Retention

Most people are successfully supported in keeping their housing

Provider Survey

Leader Survey

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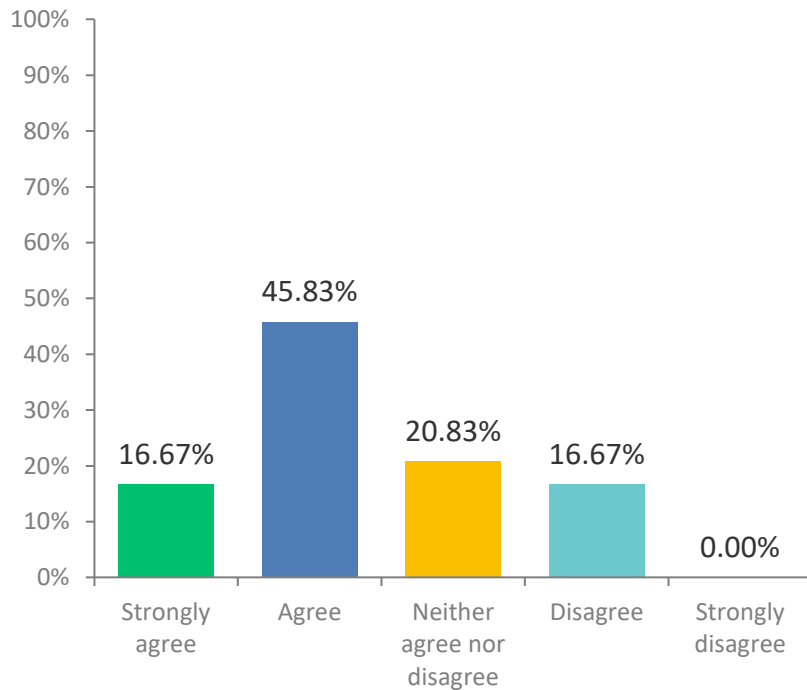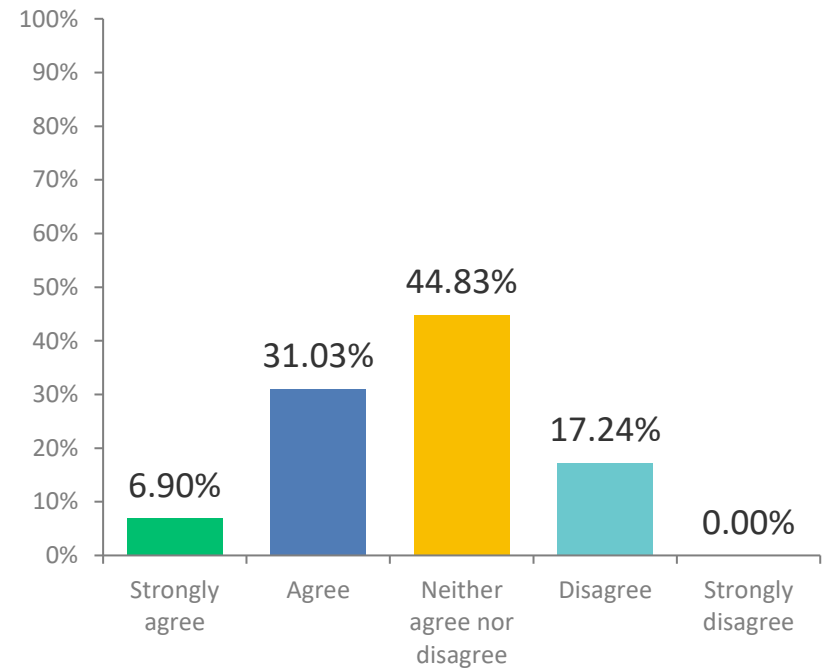
• Consumer Feedback-System Flow
What services do you or did you need to get into Permanent Housing?

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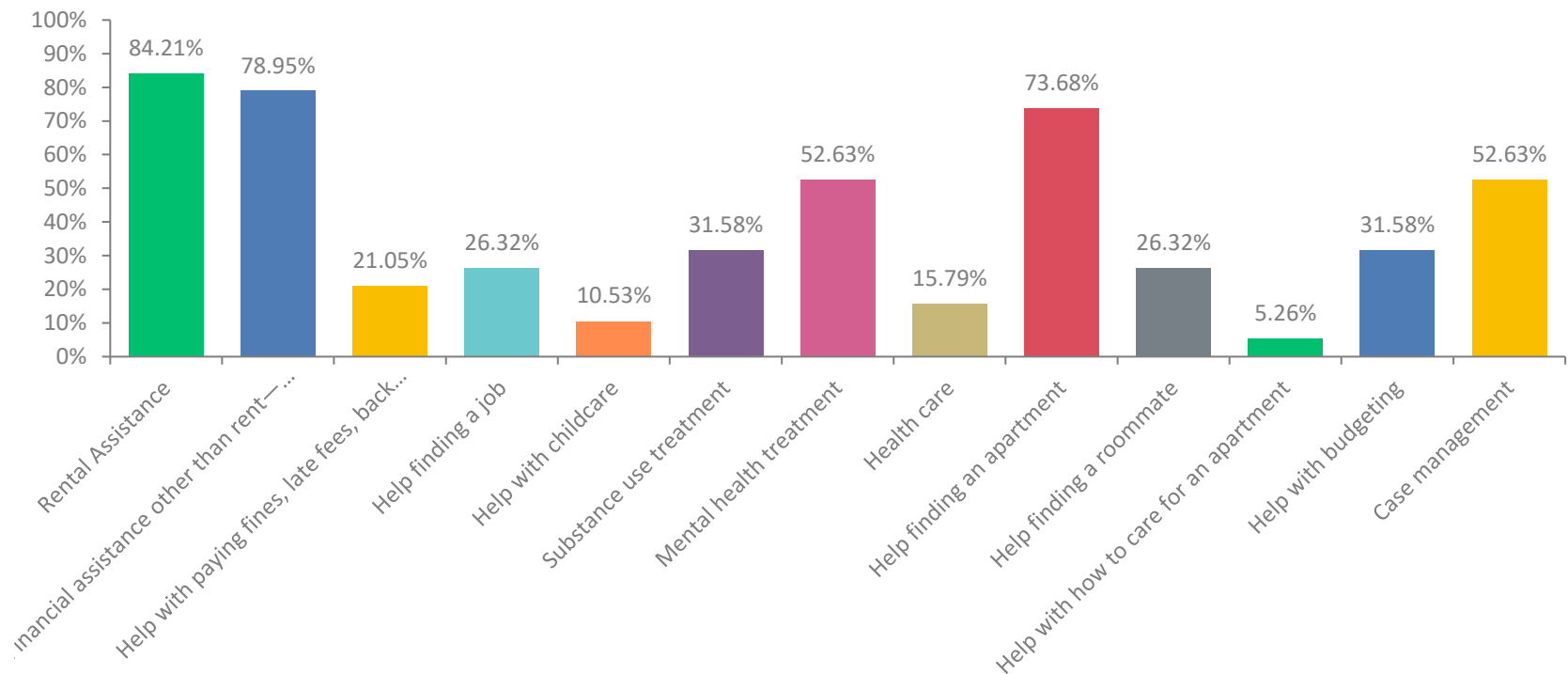
Community Coordination Providers

Our organization supports and participates in joint meetings/case conferences regarding specific consumers to coordinate our efforts with other service providers in our community.
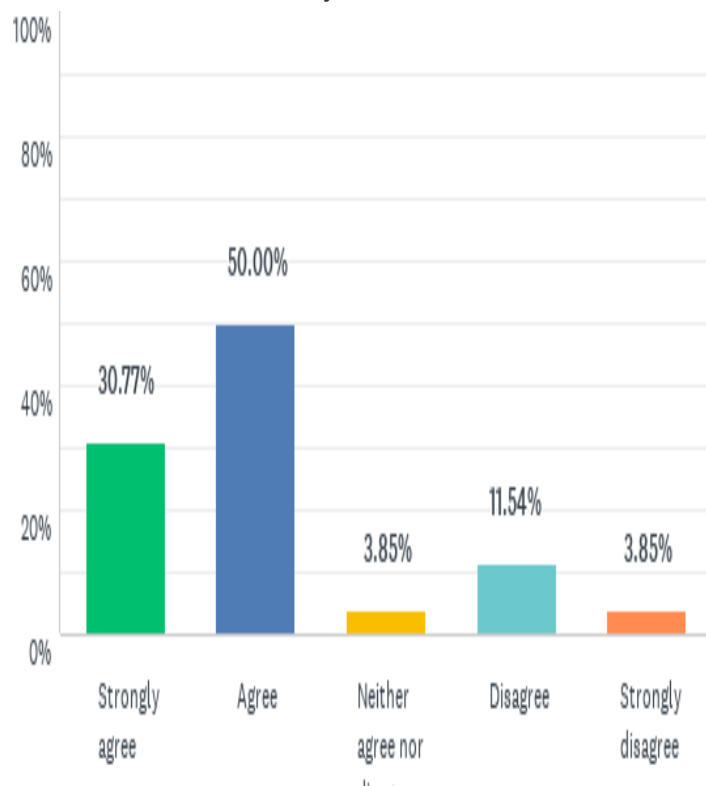
I am able to help consumers connect with resources and services at other organizations in the community to best meet their needs.
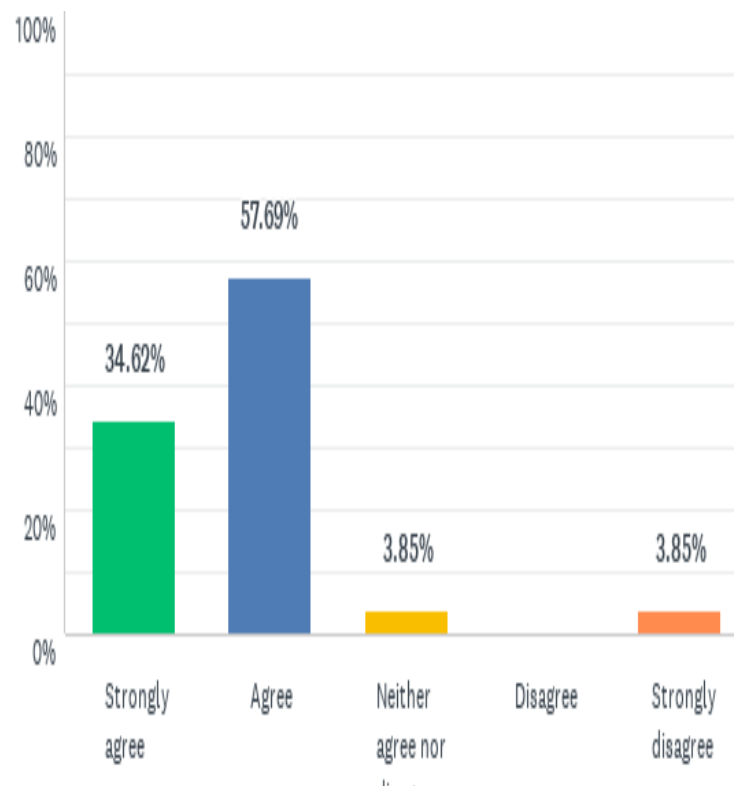
ALLIANCE PRIORITIES
ADDRESSING RACIAL DISPARITIES AND INCLUDE PLE IN DECISION MAKING ACROSS THE SYSTEM

Racial Disparities

The CoC has identified where racial disparities exist within the homeless response system and is active in implementing solutions to address those disparities

Provider Surveys

- Strongly agree: 29.17%
- Agree: 8.33%
- Neither agree nor disagree: 50.00%
- Disagree: 8.33%
- Strongly disagree: 4.17%

Leadership Surveys

- Strongly agree: 6.90%
- Agree: 34.48%
- Neither agree nor disagree: 37.93%
- Disagree: 13.79%
- Strongly disagree: 6.90%
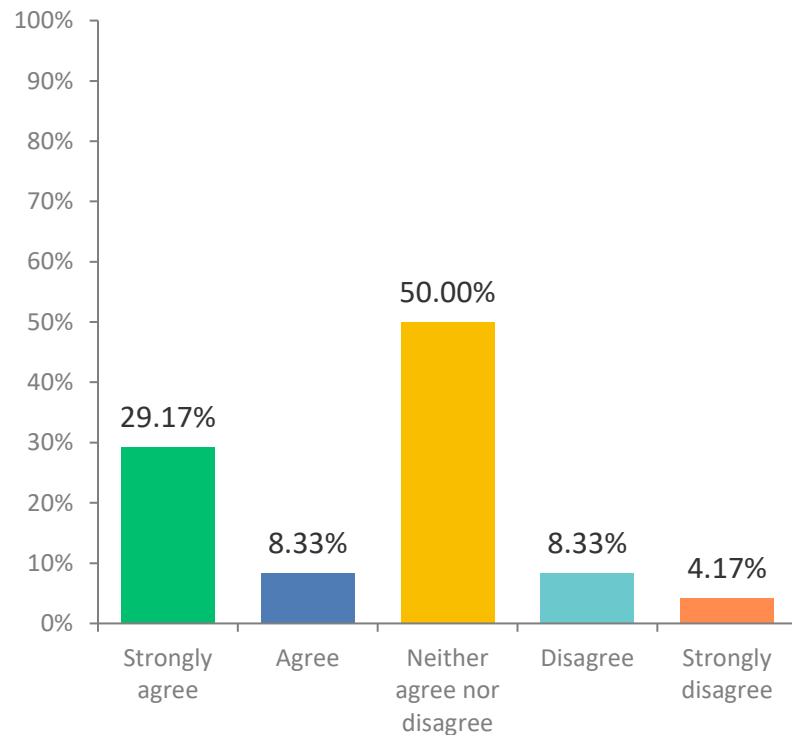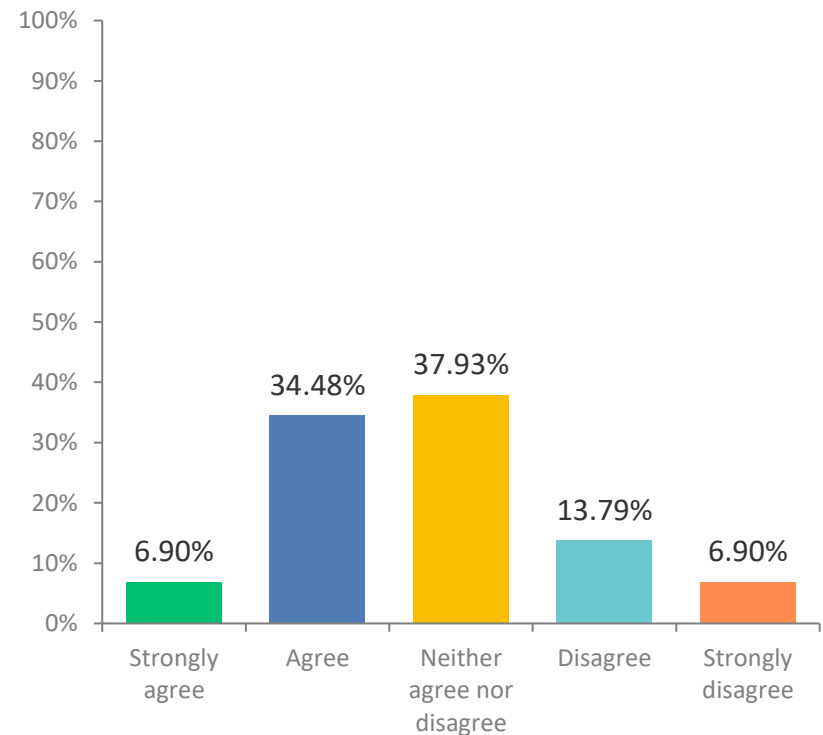
Racial Disparities
5/30/2020-6/1/2020

	Homeless People	Percentage	General Population
Total Homeless	4,009	100%	
Black/African American	**3,022**	**75%**	**21%**
White	884	22%	67%
Asian	26	.6%	8.3%
American Indian/Alaska Native	**50**	**1.2%**	0.8%
Native Hawaiian/ Pacific Islander	**16**	**0.3%**	0.1%
Other	23	.57%	

PLE Decision Making

Providers My organization's staff and board is representative of the people experiencing homelessness in our community, including racial and ethnic diversity.
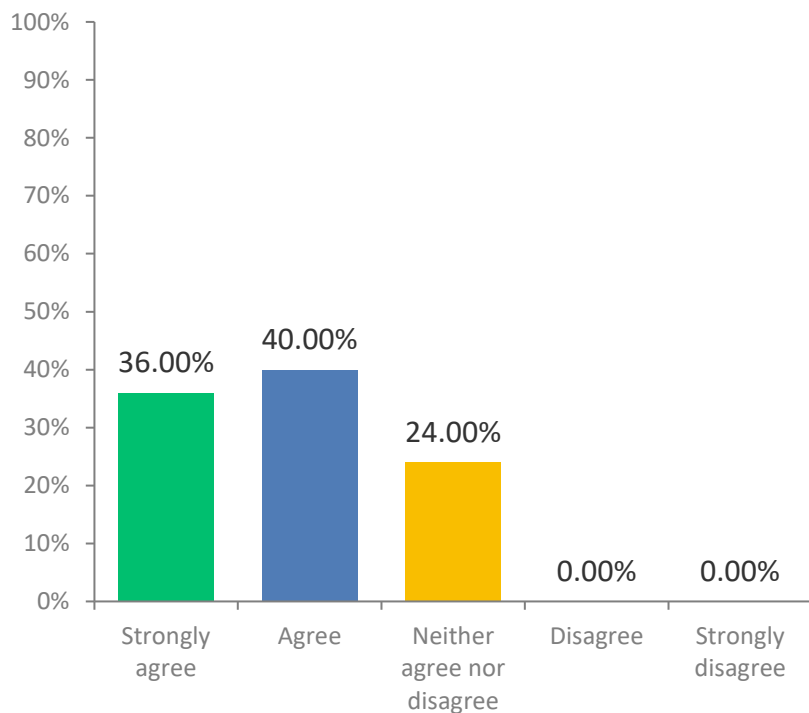
Leadership Our CoC Governance Board is representative of the people with recent lived experienced homelessness, is racially and ethnically diverse, LGBTQ+, people with disabilities, young and older adults.

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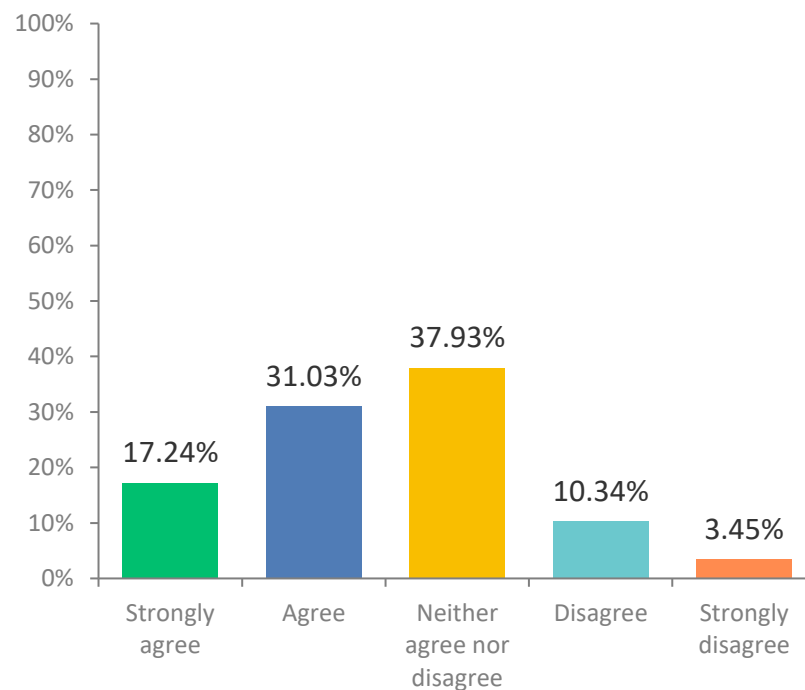
DESIGNING YOUR SYSTEM USING PERFORMANCE MEASUREMENT

to "Right Size" and Allocate Resources

Homelessness and Poverty in Wake County

Wake County 2020

Chart values:
- 85,115 — Persons living in Poverty
- 58,016 — Persons in Severly Burdened Rental Households
- 971 — Persons experiencing Homelessness

1.1% of living in poverty

Wake County

- Persons living in Poverty
- Persons in Severly Burdened Rental Households
- Persons experiencing Homelessness
  (2019 Data)

Target diagram labels:
- Homeless
- At-risk
- In poverty

Sources: HUD, US Census, Affordable Housing Wake Co.

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No State Has an Adequate Supply of Affordable Rental Housing for the Lowest Income Renters
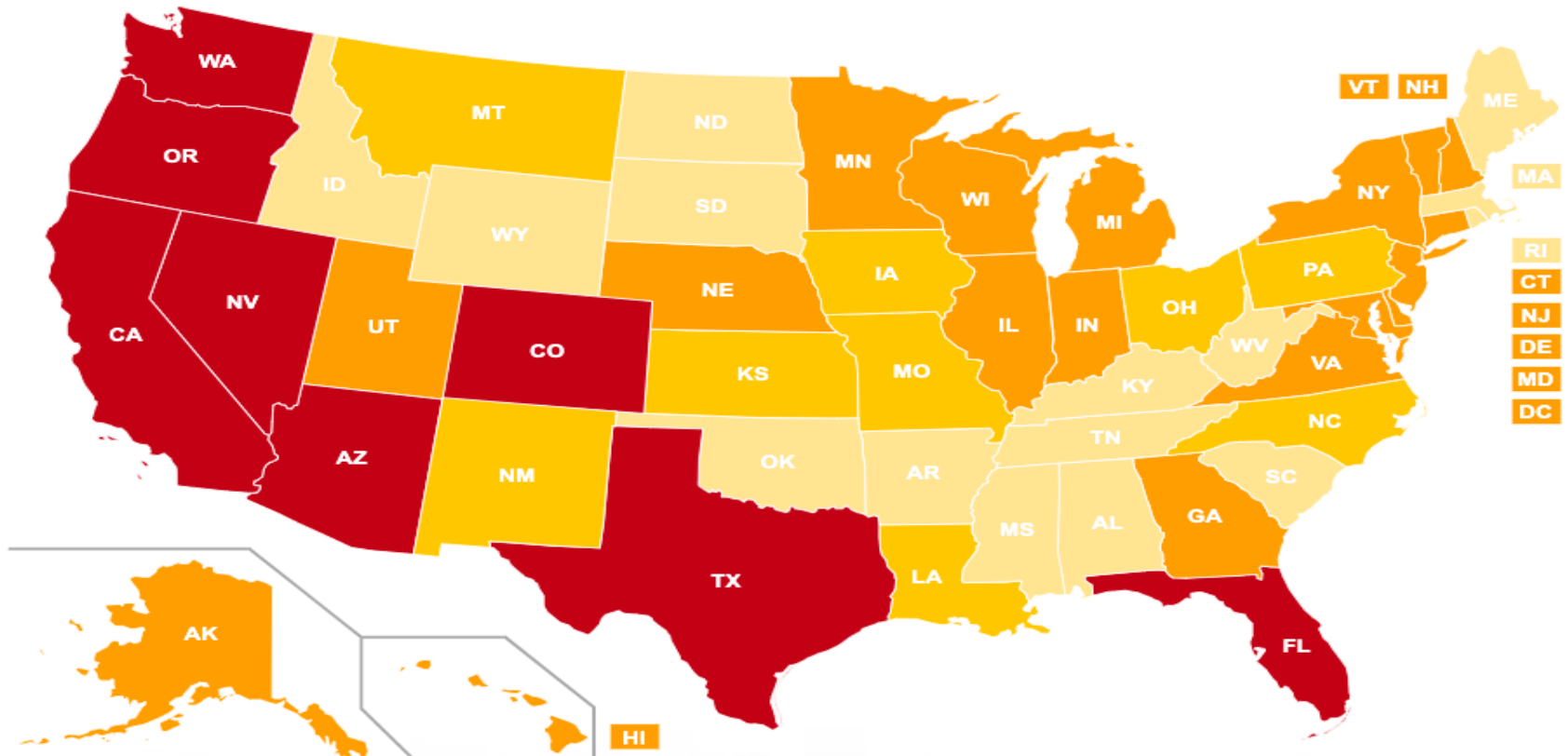
National Low Income Housing Coalition https://reports.nlihc.org/gap

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So…Where Should We Focus?

Why Measure System Performance?

Performance data is essential…

- to plan and evaluate the effectiveness of your system interventions and each program in that intervention

- to reach your systemic goal of making homelessness rare, brief and non-recurring, and strategically allocate resources towards ending homelessness

Effective Homeless Response System: Performance

- Reduce in-flow into homelessness
- Increase exits to permanent housing
- Decrease average length of homelessness
- Decrease returns to homelessness

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Using Data to Measure Performance and Improve System Outcomes
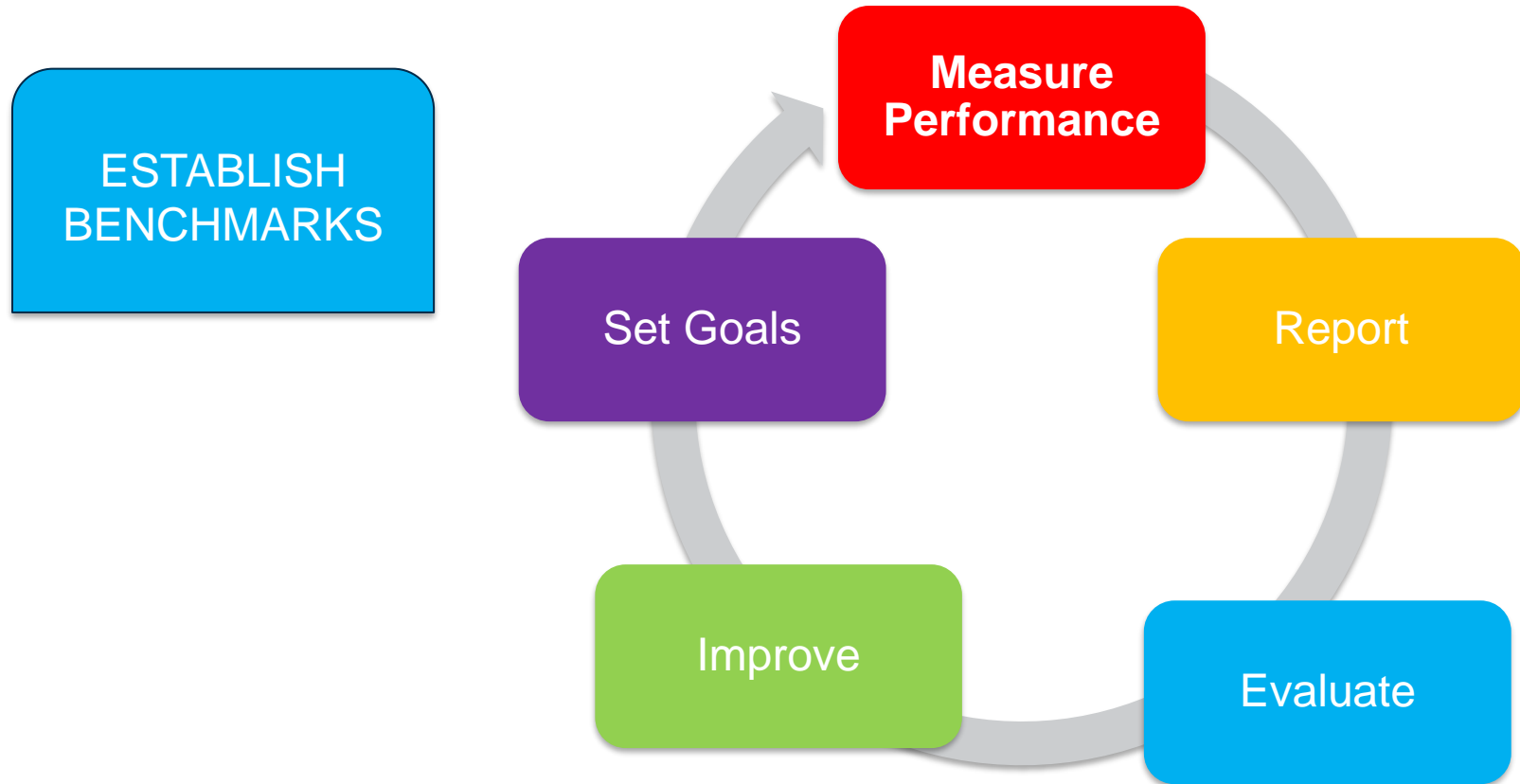
ESTABLISH BENCHMARKS

Measure Performance

Set Goals

Report

Improve

Evaluate

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Next Steps

1. Set system performance benchmarks for each intervention

2. Measure and reward project performance

3. Reallocate from low performing strategies to effective strategies

4. Make sure your "pie" is cut correctly

5. Engage **all funders** in the strategy

6. Measure and adjust

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Next Steps
Cutting Your Pie

Identify	Define	Determine	Set	Adjust	Establish
Identify the specific needs of those experiencing homelessness within the CoC	Define what and how much of each intervention is necessary to meet those needs	Determine how resources (including reallocation) are used the implement the strategies to best meet those needs through a crisis response system • Where do we get the biggest bang for our buck	Set systemic measures that are analyzed regularly	Adjust as necessary to reach the goal of ending homelessness	Establish a Continuum-wide strategy and process to begin right sizing the system with a timeline that drives all funding

LET'S TALK SYSTEM FLOW PLANNING OUR NEXT STEPS

Who Set's Direction?

- Governance Board sets strategic direction

- Develops the policies and procedures for effective practice

- Determines what gets funded and shifts focus to permanent housing

- Lead agency ensures the adoption of policies and procedures and provides project oversight and evaluation on behalf of the Governing Board

Get Ready for Change
Where are you in your Transformational Change?

Old System

New System

Need for Change

Confusion

CHAOS

Anxiety/Loss

Restructuring

Integration

New Vision

Clarity
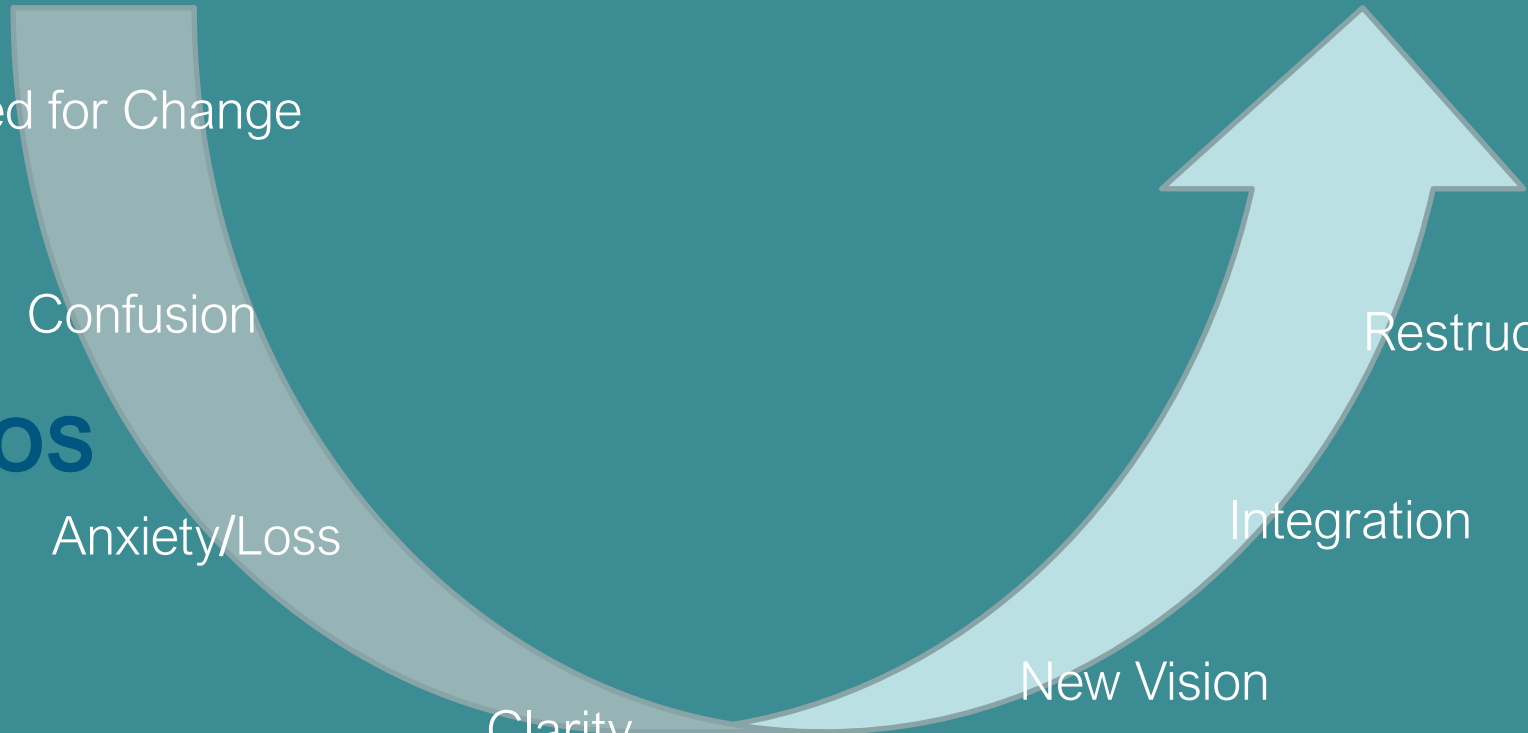
Prioritization

Raleigh/Wake County will implement a crisis response system that makes homelessness rare, brief, and nonrecurring by:

- Creating system flow by ….

- Right sizing necessary interventions to meet all homeless populations to…

- Creating a resource allocation strategy that…

- Using systemic outcomes benchmarks and measurement to…

- Implementing a Coordinated Entry that will…

- Ensure system wide Housing First implementation by…

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Prioritization

What can we do within our current interventions to improve system flow:

1. Coordinated Entry to scale decreases inflow

2. Diversion/Problem Solving – decrease inflow into homelessness

3. Effective Crisis Housing (ES and TH) – decreases LOS; increase Exits to PH

4. Rapid Re-Housing – decreases LOS, decreases homelessness, increases exits to PH

5. Permanent Supportive Housing – Move On's increase exits to PH

6. Mainstream Resources and Supports – decrease LOS, reduce inflow, increase PH exits

7. Funders – support strategies with system flow outcomes

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Prioritization for Raleigh/Wake County

To improve system flow in Raleigh/Wake County, I believe we should:

1. **Reimagine the Coordinated Entry System to engage in effective diversion and prioritize people for Shelter, RRH and PSH**

2. **Improve data collection, data quality, and <u>data-driven decision making</u>**

3. **Invest in Diversion/Problem Solving across the system**

4. **Improve and Right Size Crisis Housing (ES and TH)**

5. **Scale up and Improve Rapid Re-Housing**

6. **Ensure Permanent Supportive Housing is prioritized for those with highest barriers, and includes move-on strategies**

7. **Make Funding Decisions across ALL funding resources using System Performance Standards to support strategies/projects with system flow outcomes to determine new funding or reallocations**

Our CoC will implement a homeless assistance system that makes homelessness rare, brief, and one-time

What are the three most important areas we need to focus on to move closer to an effective homeless response system and create system flow?

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Prioritization for Raleigh/Wake County

To improve system flow in Raleigh/Wake County, I believe we should:

Top three priorities in order include:

- **Number One: Invest in Diversion/Problem Solving across the system**

- **Number Two: Reimagine the Coordinated Entry System to engage in effective diversion and prioritize people for Shelter, RRH and PSH**

- **Number Three: Scale up and Improve Rapid Re-Housing**

- **Number Four:** Improve data collection, data quality, and <u>data-driven decision making</u>

Other Strategies to Improve System Flow

- **Improve and Right Size Crisis Housing (ES and TH)**

- **Ensure Permanent Supportive Housing is prioritized for those with highest barriers, and includes move-on strategies**

- **Make Funding Decisions across ALL funding resources using System Performance Standards to support strategies/projects with system flow outcomes to determine new funding or reallocations**

Debrief/Discussion

- What has been your biggest aha moment as you leave us today?

- What is one thing you commit yourself or your organization to do in the next week to move the work forward?

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What's happening Tomorrow? Governance Board Planning

- Discuss Role of Governance
- Set Priorities and Funding Strategies
- Begin Action Planning

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Center for Capacity Building

Kay Moshier McDivitt

Senior Technical Assistance Specialist

kmoshiermcdivitt@naeh.org

@Alliance_kay

National Alliance to End Homelessness
www.endhomelessness.org

Twitter @naehomelessness