




Using Data to Engage Local Elected Officials

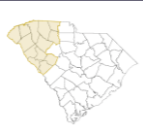
MASC 2019 Conference

July 20, 2019





Upstate Continuum of Care



The SC Upstate Continuum of Care (CoC) was established in 2012. It was formed by a group of relevant organizations within a 13-county geographic area set forth by HUD in the CoC Program interim rule.

The CoC is a plan to organize and deliver housing and services to people experiencing homelessness as they move into stable housing and maximum self-sufficiency. The Upstate CoC is made up of over 80 agencies across 13 counties coming together to make homelessness rare, brief and a non-recurring experience.


The Goals of the Continuum of Care

- 1 Address Homelessness**
To make homelessness brief, rare and a non-recurring experience
- 2 Close Gaps in Services**
To identify service gaps across counties
- 3 End Duplicate Services**
To eliminate duplication of services in order to optimize resources to a CoC priority



**Continuum of Care
Lead Agency**

United Housing Connections serves as the collaborative applicant for the HUD CoC Program Grant application process and as the Homeless Management Information System (HMIS) Administrator for the region.



How UHC Serves

- 1 Housing**
Clearing no more than 30% of client income for rent
- 2 Case Management**
Individualized care based on unique needs of client
- 3 Connection to Support Services**
Referral services to connect clients with partner service providers
- 4 UpstateCoC Lead Agency**
Collaborative applicant for Funding; Administrator for the Homeless Information Management System; Leads the annual Point-in-Time Count



HMIS in the United States

Homeless Management Information System (HMIS) is an internet-based, locally administered database used to record and analyze client, service and housing data for individuals and families who are at risk of or experiencing homelessness.

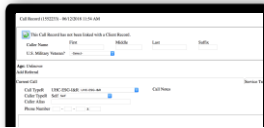


Benefits of HMIS

- 1 **Serves the Clients**
Helps to holistically tell the client's story as they move from an experience of homelessness to stable housing.
- 2 **Electronic Filing Cabinet**
Centralized place to securely store client information.
- 3 **Consistent Data Entry & Reporting**
Consistent data entry prompts and report formats across programs.
- 4 **Unduplicated Client Counts**
Provides a total number of clients served by agencies and by specific programs.
- 5 **Resource Allocation/Decision Making**
Helps to understand the need for homeless service resources in our region and across the state. Then, informs allocation of those resources.

Coordinated Entry System

- 01 **Accessible to all people experiencing homelessness**
- 02 **A process for allocating housing resources to people experiencing homelessness based on vulnerability**



Chronically Homeless
Defined as: "either (1) an unaccompanied homeless individual with a disabling condition who has been continuously homeless for a year or more, OR (2) an unaccompanied individual with a disabling condition who has had at least four episodes of homelessness in the past three years."

Benefits of CES



1. Participant calls or visits a designated Access Point seeking assistance.
2. Access Point staff/volunteers gather information about the participant and conducts an assessment.
3. Participant information is entered into the Homeless Management Information System.
4. Participant placement on prioritization list is considered for available housing opportunities at weekly Housing Determination Committee meeting.



Upstate Coordinated Entry process



Impact of CES

376 persons
received housing
through CES in
calendar year
2018

- The Upstate CoC first attempted to use the C&B master template in late 2016.
- Entered data from HMIS and 2017 PIT Count.



CHALLENGES

- Veteran status "self-report" for both data sources
- Time intensive to complete all required fields
- Lack of dedicated data staff
- Direct service staff did not have buy-in to daily work

-
-
-
-
-
-

Next attempt: Have BNL efforts mirror the CoC's CES process.

[illegible]

Reintroduced C&B master template tool (November 2018)

- Significant investment of data analyst staff time
- How to Interpret specific criteria (e.g., accept offer)
- Maintaining buy-in while refining process
 - Frequency of meetings
 - Who should participate
 - How are updates provided

- Encouraging consistent attendance across stakeholders
- Defining clear roles
- Refining process for how to populate as a new Veteran for BNL inclusion (VI-SPDAT)
- Documenting eligibility for programs with differing criteria
- Identifying who to filter to mainstream CES opportunities
- Integrating new GPD beds
- Working to move beyond record-keeping to prioritizing most vulnerable

[illegible]

WHERE WE ARE NOW

[illegible]

WHERE WE ARE NOW

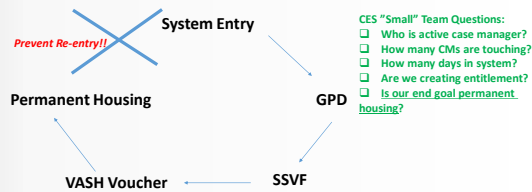
[illegible]

WHAT WE SEE IN THE DATA

- A need for greater emphasis on prioritization of Veterans experiencing chronic homelessness
- A need for increased permanent housing capacity
- A need to incorporate new GPD beds into overall Veteran housing strategy



Community CES Framework



Community CES Framework



- CES "Large" Team Questions:**
- ☐ Who is providing wrap-around services?
 - ☐ Are we making employment a priority and using HVRP?
 - ☐ Are our CES partner organizations getting out of their comfort zone and working collaboratively?
 - ☐ How are we working with regional players like our CVEB, state DVA, and elected officials?

Launched in 2014



Joining Forces

HUD

USICH

VA



Mayors Challenge 2019



- More than 510 local elected officials in 41 states, DC and Puerto Rico
- 71 communities and 3 states have achieved the criteria & benchmarks
- Newsletters
- Conference forums
- Social media
- Technical assistance

South Carolina



87 Cities

63 Active

24 Former



Lesson #1



Engage with area Apartment Associations

- Use data to contextualize progress and illustrate need
- Regular Events (once a month, twice a quarter)
- Variety of Events (member groups, match making events, educational/social)
- Use industry language
 - Class B/C
 - owner managed v. fee/third-party managed

Lesson #2



Address Fundamental Challenges Directly

- We are not able to solely build our way out, we need existing stock
- Payment Standards
- Multiple programs
- Need case-by-case consideration of applications
- Credit, Rental, and Criminal History Flexibility
- Fair Housing concerns

Lesson #3



Have a specific question

If I guarantee your property maintains a 90% occupancy rate over any 30 day period, can you authorize/allow my organization to screen prospective tenants on a case by case basis?

Lesson #4



Multiple tools needed

- MOUs with properties
- Municipal credits/grants
- Landlord mitigation funds
- Utilities support
- Barrier buster (e.g. back bills, HQS repairs, application fees)
- Availability payments (i.e. one-time payment to keep unit)

Road ahead & getting involved



1. If you have signed up? Recommit and reach out to your COC
2. Not signed up? Sign up and reach out to your COC

<https://www.nlc.org/mayors-challenge-frequently-asked-questions>



Signing up for the challenge



How do I accept the Mayors Challenge?

To formally accept the Mayors Challenge and have your name added to the list, send an email similar the one below to mayorschallenge@nlc.org and to mayorschallenge@usich.gov. It is important that both emails be included. The following email language may be used.

Hello,

On behalf of the <CITY>, <STATE>, I am writing to accept the Mayors Challenge to End Veteran Homelessness. This email (mayors_email@city.gov) is the best email for me and the best phone number for my office is XXX-XXX-XXXX. As a staff point of contact, I ask that you contact <STAFF FIRST NAME AND LAST NAME> at staff_contact@city.gov and XXX-XXX-XXXX.

Thank you.

<https://www.nlc.org/mayors-challenge-frequently-asked-questions>



Dr. Natalie Worley

Vice President of Programs &

Chief Operating Officer

United Housing Connections

nworley@uhcsc.org

Charlie Hall

President & Founder

Upstate Warrior Solution

chall@upstatewarriorsolution.org

Domenick Lasorsa

Associate, Veterans & Special
Needs

National League of Cities

202-626-3070

lasorsa@nlc.org