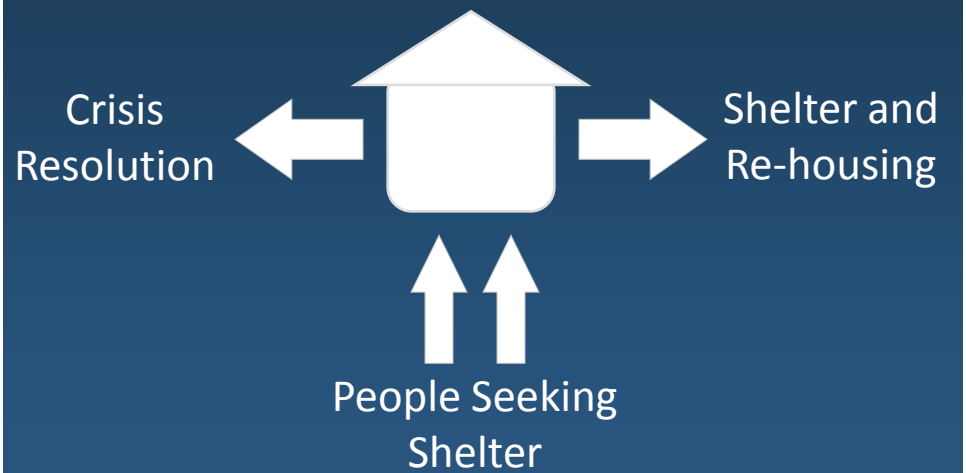
System Assessment & Design

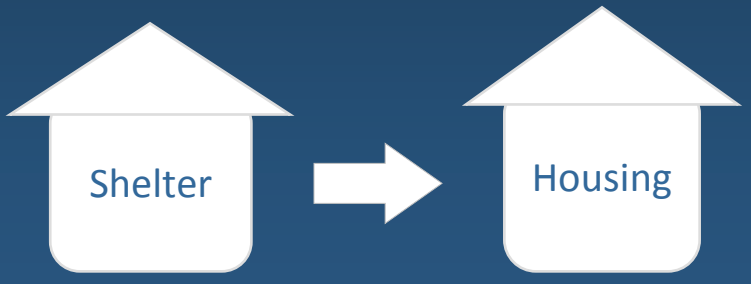
May 12, 2011

Center For
CAPACITY BUILDING
National Alliance To End Homelessness

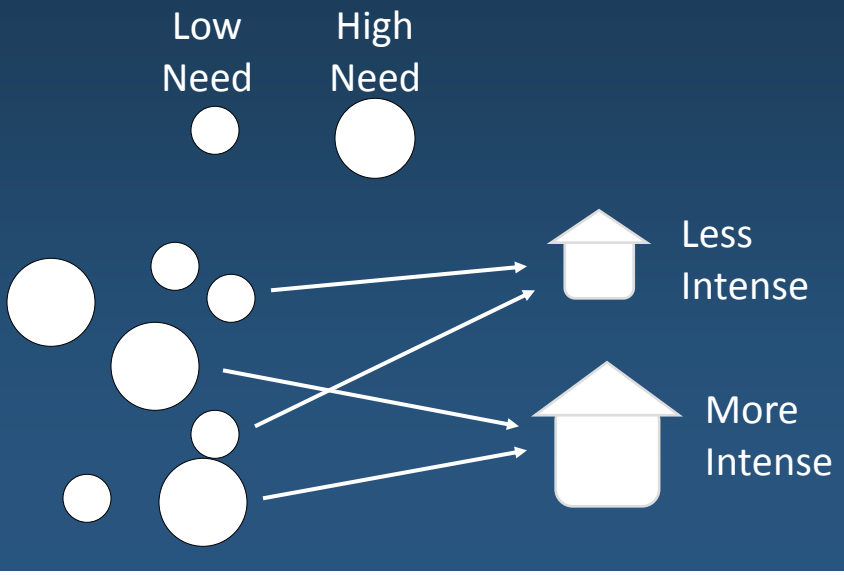
1. Point of Access



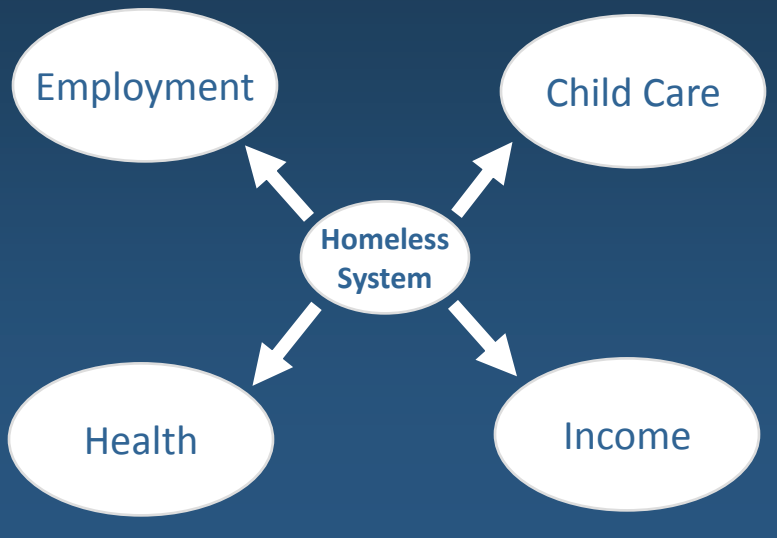
2. Exit Strategy



3. Resource Allocation



4. Mainstream Connections



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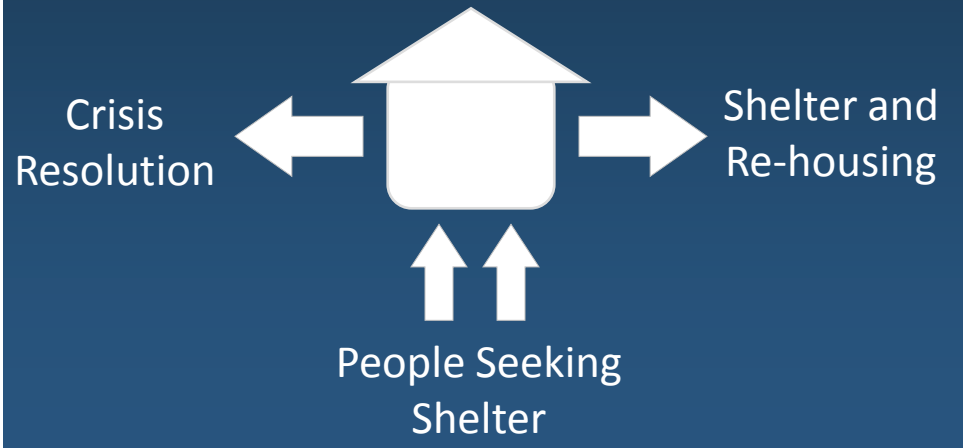

Menu of Change Strategies

- Coordinated Intake
- Assessment and Triage
- Performance Improvement
- Convert TH
- Expand Rapid Re-Housing
- Convert Shelter to RRH
- Diversion
- Prevention Targeting
- Increasing PSH Exits
- Employment Partnerships
- Progressive Engagement

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Assessment and Triage

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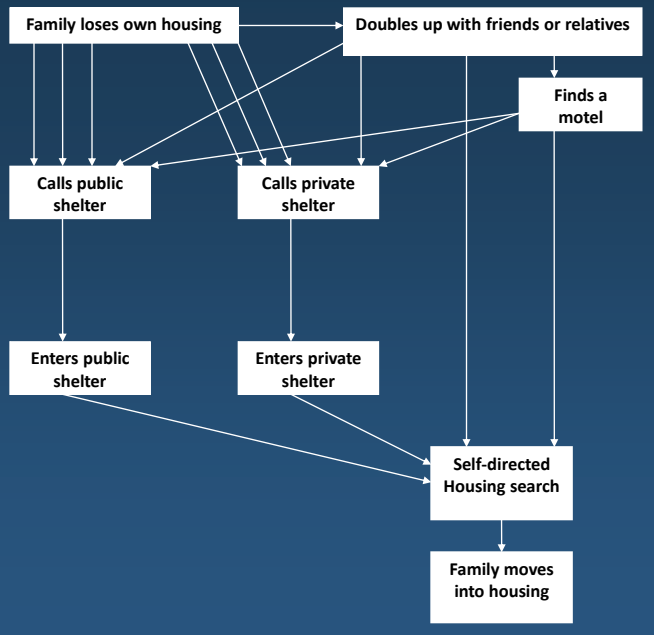
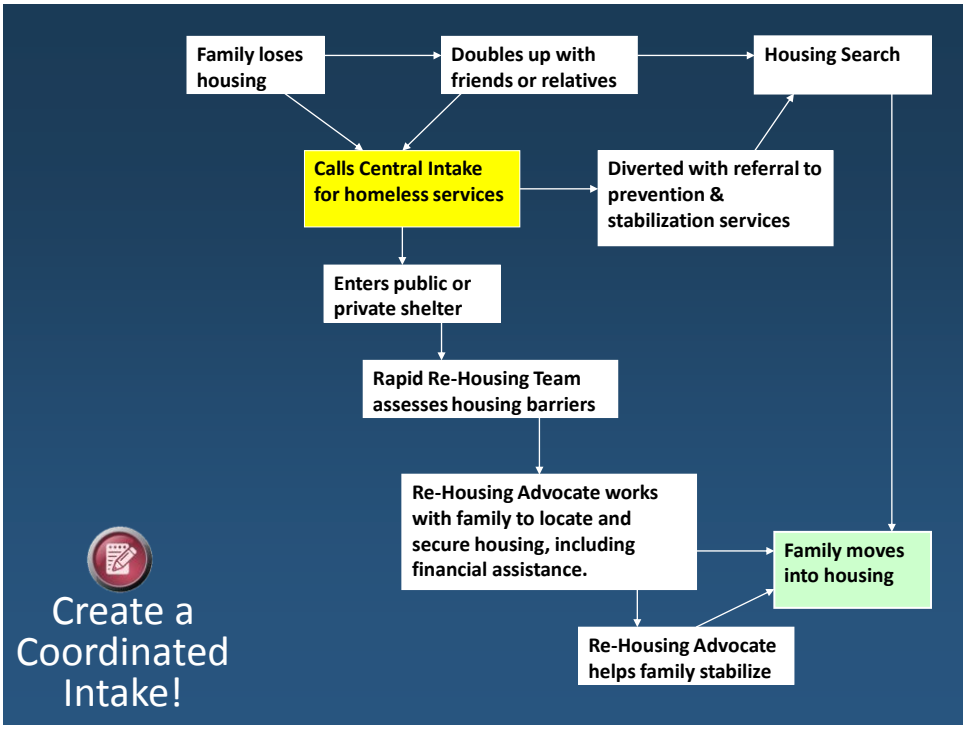
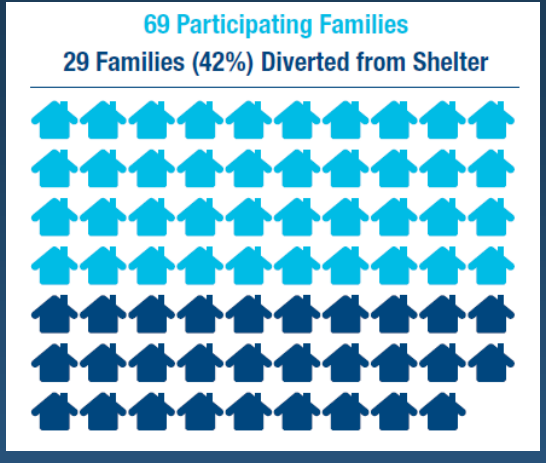




Dudley Diversion Pilot



Start a Diversion Program!

1. Point of Access

Must have

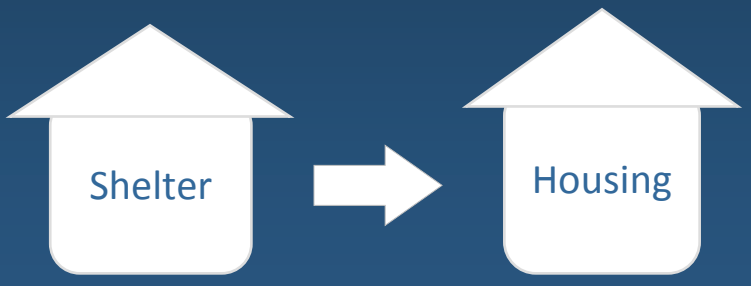
- ❑ Uniform intake process
- ❑ Access to prevention/Diversion
- ❑ Access/referral to shelter resources
- ❑ Barrier Assessment
- ❑ Data Collection

1. Point of Access

Options

- ❑ Single point or multiple points
- ❑ Physical location or virtual

2. Exit Strategy



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Expand Rapid Re-housing by converting Transitional Housing

Models

Permanent Supportive Housing

Emergency Shelter/Interim Housing

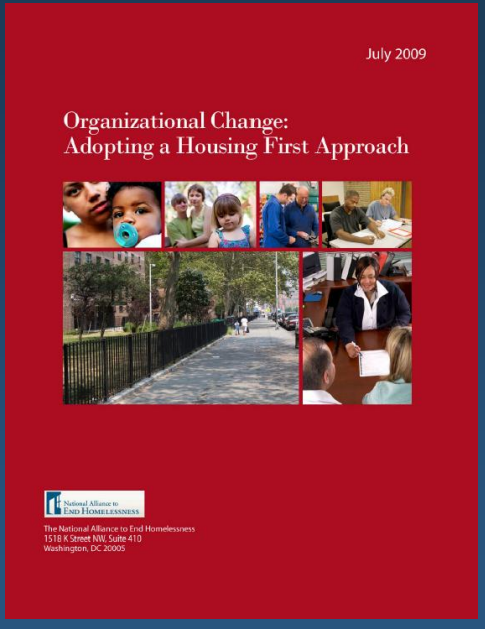
Transition in Place

Service Enriched Housing

Rapid Re-Housing

Convert Transitional Housing!

	Lease scattered site units	Own a congregate building
Intensive Services	**Scattered-Site Permanent Supportive Housing** **Transition-in Place**	**Site-Based Permanent Supportive Housing**
Moderate Services	**Rapid Re-Housing**	**Interim Housing** **Emergency Shelter** **Service-Enriched Housing**



A guide for changing transitional housing programs

2. Exit Strategy

Should Have

- ❑ Rapid Re-Housing
  - ❑ Housing Search
  - ❑ Landlord Engagement
  - ❑ Financial Assistance
  - ❑ Case Management/service coordination
- ❑ Buy-in from Shelters

2. Exit Strategy

Should Have (Continued)

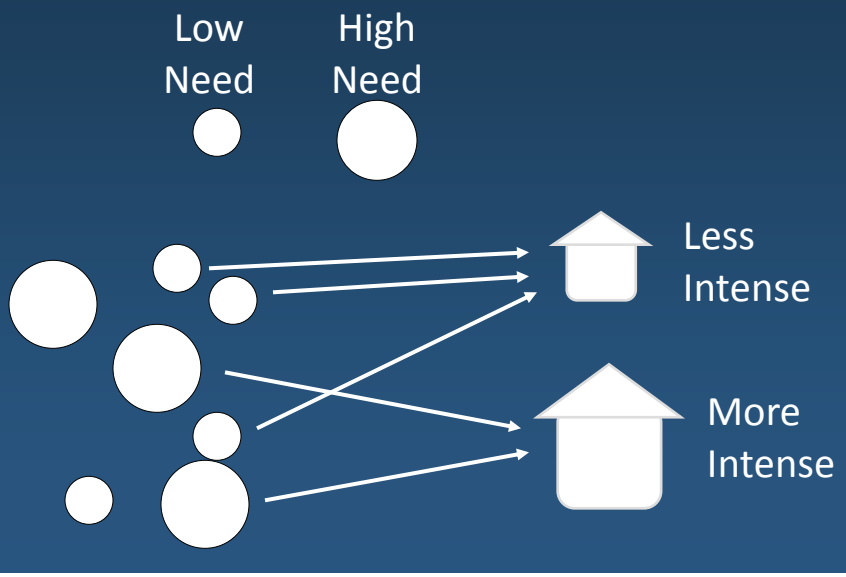
- ❑ Permanent Supportive Housing
- ❑ Data and Evaluation

2. Exit Strategy

Options

- ❑ **Levels of Rapid Re-Housing**
- ❑ **Transition-in-Place**
- ❑ **Critical Time Intervention**

3. Resource Allocation



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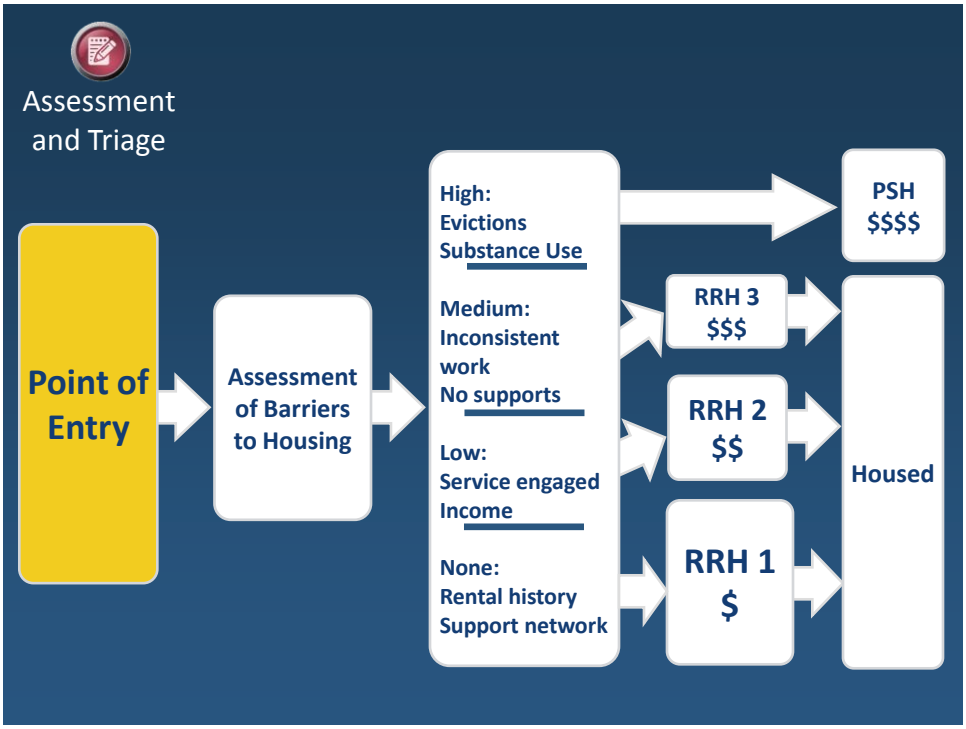
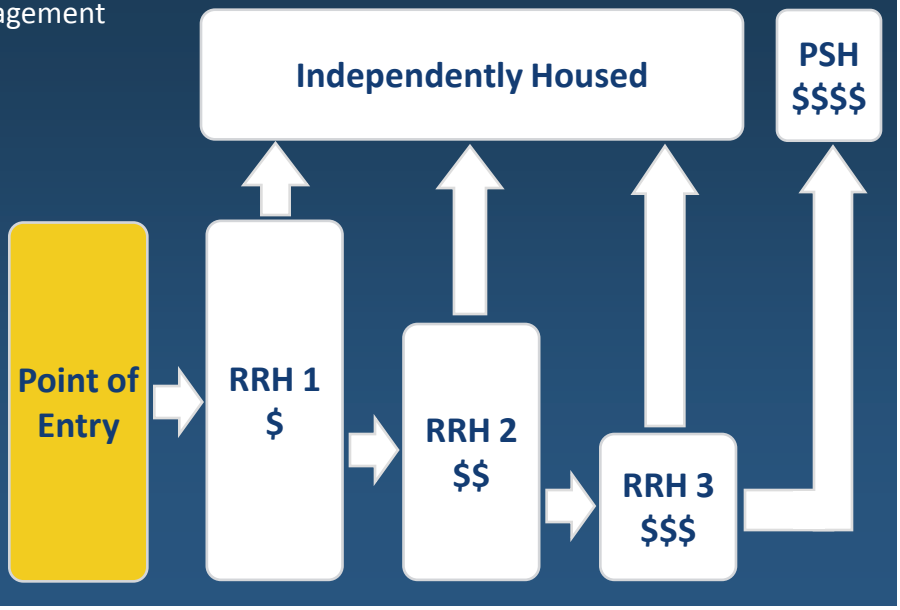


Progressive Engagement



Progressive Engagement

Step 1
For every household who becomes homeless in your system, you provide a basic level of re-housing assistance, which we're calling Rapid Re-Housing 1 (RRH 1). This could include:
•a list of rental vacancies,
•tips about how to find an apartment,
•help negotiating with landlords or friends or family members a person could live with, and
•some financial assistance for application fees, deposits, etc.
Typically, about a third of shelter stays last a week or less, and this intervention is designed to facilitate that groups exit from homelessness.

Step 2
If it becomes clear that the household will not quickly exit homelessness with only this much assistance (for example if they have no prospects after 5-7 days of searching), then you provide additional assistance, which might include 1-3 months of rental assistance, housing search assistance, and assistance connecting with benefits—Rapid Re-Housing 2. This level of assistance would be focused almost exclusively on re-housing, and it should be sufficient to re-house—at least temporarily—nearly any person who becomes homeless. However, the job may not be over.

Step 3
If at the end of the RRH 2 engagement, or even earlier, it is clear that the person is going to lose their housing without additional help, then more assistance can be provided, such as a 12 month rental subsidy, and more intensive case management, supportive services (e.g. mental health, substance use treatment, and employment assistance) (RRH 3).

Step 4
At some point, it may become clear that the person will never be able to achieve even modest housing stability, in which case you may want to provide a housing voucher (if the issue is primarily economic) or permanent supportive housing (if the person would not be able to maintain housing even with a voucher).

Progressive Engagement

Step 1
For every household who becomes homeless in your system, you provide a basic level of re-housing assistance. This could include:

- a list of rental vacancies,
- tips about how to find an apartment,
- help negotiating with landlords or friends or family members a person could live with, and
- some financial assistance for application fees, deposits, etc.

Progressive Engagement

Step 2
If it becomes clear that the household will not quickly exit homelessness with only this much assistance (no prospects after 5-7 days), provide additional assistance, which might include 3 months of rental assistance as part of an HPRP or TANF funded rapid re-housing program

Progressive Engagement

Step 3
If it is clear that the person is going to lose their housing without additional help, or if they have lost their housing, then more assistance can be provided, such as a 12 month rental subsidy, and more intensive case management, supportive services (e.g. mental health, substance use treatment, and employment assistance).

Progressive Engagement

Step 4

- Housing voucher
- Permanent supportive housing
- Transition in place

3. Resource Allocation

Should Have

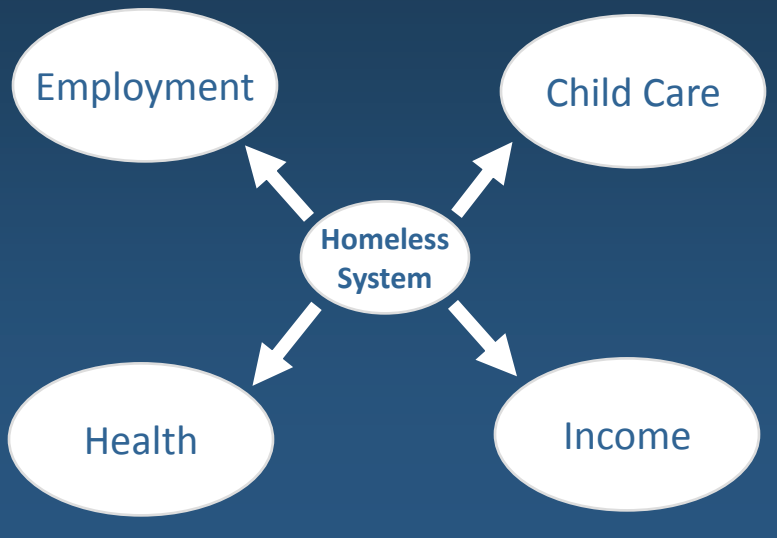
- ❑ **A Resource Allocation Strategy**
- ❑ **Agreement From Providers to Serve Only People Referred to Them**
- ❑ **Data on Cost per Intervention**

3. Resource Allocation

Options

- ❑ **Progressive Engagement and/or Triage**
- ❑ **Vulnerability Index**

4. Mainstream Connections



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4. Mainstream Connections

High Priority

- ❑ **Employment**
- ❑ **Income/Benefits**
- ❑ **Schools/Child Care/Child Development**

4. Mainstream Connections

Also Important

- ❑ **Police/Jails**
- ❑ **Health Care**
- ❑ **Mental Health**
- ❑ **VA**