

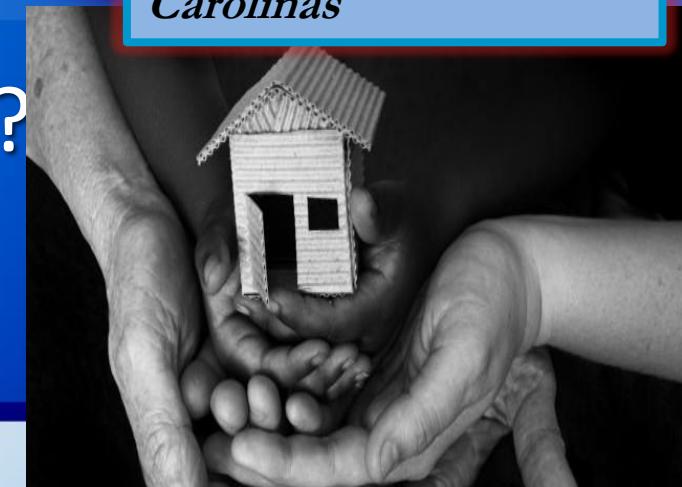


CAROLINAS



*Faith Based  
Organization  
“We are a Church  
without walls”*

**Who Are We?**  
-Nationally  
-Locally



*Rapid Rehousing and  
Prevention Programs  
ESG, COC RRH, and  
SSVF*

*Grant and Per Diem  
(GPD)*

*Homeless Veterans'  
Reintegration  
Program (HVRP)*

*PACE Program*

*Housing in the  
Carolinas*



# Rapid Rehousing & Prevention Programs

- Supportive Services for Veteran Families (SSVF)  
Provide RRH and Prevention Services to 28 Counties in NC.
- RRH through the Balance of State CoC
- Emergency Solutions Grants program (ESG)



# Grant and Per Diem (GPD) Maple Court

- Maple Court Veterans Transitional Housing Program is located at 207 Commons Boulevard in North Durham, NC.
- 24 apartments
- Bridge
- Hospital to Housing



# Homeless Veterans' Reintegration Program (HVRP)

- Employment Program through funding from a U.S. Department of Labor grant
- Purposes is to place Homeless Female Veterans and Veterans with Families who are homeless into jobs.



# PACE-A PROGRAM OF ALL-INCLUSIVE CARE FOR THE ELDERLY

***Senior CommUnity Care of North Carolina is for:***

- Seniors who want to live at home but need support.
- Caregivers caring for elders living at home.
- Health professionals who want to help elders living at home remain at home.



# HOUSING IN THE CAROLINAS

**VOA Carolinas offers Housing in the Carolinas  
for:**

- **Seniors**
- **Veterans**
- **Low-income working families**
- **Persons with Disabilities**



# *Reducing Shelter Demand by Scaling Up Prevention and Diversion*

## **Description:**

- This session will provide an overview of the benefits of prevention and diversion in an emergency response system. Through creative and inexpensive interventions, prevention and diversion programs allow systems to insure that they are prioritizing shelter for households with no other options.



# What is Diversion?

- 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
- As described in a National Alliance to End Homelessness best practice brief, diversion programs help people seeking shelter, "to identify immediate alternate housing arrangements and, if necessary, connect them with services and financial assistance to help them return to permanent housing." Diversion – when implemented successfully – has the potential to reduce the demand on the emergency shelter system (by delaying entry or preventing shelter stays altogether) in a safe and effective way.
- Keeping Shelter beds open for those that have no other options.



# What is the difference between Diversion, Prevention, and Rapid Rehousing?

The main **difference between diversion** and other permanent housing-focused interventions centers on the point at which intervention occurs.

- **Prevention** targets people at imminent risk of homelessness. (Can look like RRH)
- **Diversion** targets people as they are applying for entry into shelter.
- **Rapid Re-housing** targets people who are already homeless.



# KEYS TO SUCCESSFUL DIVERSION and PREVENTION PROGRAMS

Your community diversion program will function best with some of the following elements in place: (Just a few examples)

- **Screening Tool and Process:**
  - Make it simple for the providers and most important the clients.
  - Create a screening process that can quickly determine whether a person is eligible to be diverted. Adding a diversion/Prevention screening section onto current assessment tool.
- **System Entry Point(s):** should take place at the “front door,” the initial access point.
- **Coordination and Cooperation from ALL Service Providers:** (Not just homeless service providers)
- **Flexible Funding:** Get Creative!! For example, the ability to provide financial support to unify them with family members.



## System entry points

- Assessment and service delivery for the interventions ideally begin at the system entry point for clients.
- In systems with a coordinated intake process, the entry point would be the designated intake center(s) or “front door(s);”
- In systems without coordinated entry processes, the system entry point would be whatever program the client comes to first for shelter assistance.



# WHAT DIVERSION LOOKS LIKE Example #1

## **Diversion Example #1 (Volunteer from group to read handout)**

A couple and their two children come to the centralized intake center, or “front door” of a homeless assistance system. From the assessment process, the intake worker learns they were evicted from their apartment several days earlier because they used money they planned to use to pay rent to pay one of the children’s medical bills. They are currently living with a friend, but indicate that they cannot stay any longer. They would like to go back to their old building because it is conveniently located to the father’s job and the children’s school, but fear their relationship with their former landlord is damaged beyond repair.

The mother says she might have a co-worker who would be willing to put them up for a week or so but had felt too ashamed to ask. The intake worker helps the mother strategize about how to ask the co-worker for assistance and the mother calls from the office to make the request. The intake worker also provides a referral to a low-cost health care clinic nearby where the family can take their sick child for continuing care and gives them information about affordable health insurance options.

Once the family has confirmed that they can stay with the mother’s co-worker, the intake worker focuses on the family’s longer-term housing plan. He collects contact information for the family’s landlord and sets up a meeting to discuss the family’s situation. At the meeting, the intake worker discovers that the family had a positive rental history and was previously well-regarded by the landlord. The intake worker tells the landlord that his agency

can cover most of the rental arrears if the landlord is willing to let the family return to the unit and make up the remaining costs over the course of the next few months. He also promises to continue to work with the family to ensure they have gotten back on their feet financially and help resolve any other issues that might arise. After a few days of staying with their co-worker, the family is able to move back into their previous unit.



# WHAT PREVENTION LOOKS LIKE Example #1

## **Prevention Example #2 (Volunteer from group to read handout)**

A single female Veteran and her two sons, aged 13 and 7, go to a local family shelter because they have an eviction notice as a result of the mother's job loss.

After speaking with the mother and assessing the case, the case manager on duty acts as a liaison between the landlord and client. Once the landlord states that he is willing to work with the program and client to maintain her current unit, the case manager provides funds for the delinquent rent and uses SSVF funds to provide short term rental assistance for the family. The case manager also helps the mother pay delinquent electric and water. The intake worker then works with the mother to identify goals centered around housing stability and develops a plan with her to maintain her housing. The case manager continues to work with the mother to help her secure employment after the family has moved into the unit she can sustain it after her rent subsidy ends.



What's next after the assessment?

- Get to Work!

It is key to act fast!



# Highlights from VOA's Diversion and Prevention Services

- Link households with emergency food, financial assistance, housing placement programs, other supportive services and shelter as a last resort option.
- Offer case management services to all clients and assists with developing an individualized plan to address financial stability, increasing employment, assessing for housing type, and assists with how clients can remain permanently housed. (Light Touch)
- Acts as the gateway to area emergency shelters for those experiencing homelessness in which has enhanced our crisis response system for addressing homelessness
- Able to divert households from entering shelter when it is safe and appropriate by re-stabilizing existing housing or navigating directly into permanent housing without having to enter shelter
- Contributing factor to the reduction in decreased occupancy in shelters along with prevention and rapid re-housing strategies
- Prioritizes those with the greatest need for shelter and uses it as a last resort option
- Follow United States Interagency Council on Homelessness (USICH) Criteria and Benchmarks
- We provide services to prevent past RRH clients from entering into Homelessness again.



# Highlights from VOA's Diversion and Prevention Services

- SSVF Program Goal 350 Households per grant year.
- FY18 To date 365 Total Households served
  - 134 Homeless Prevention
  - 231 Rapid Rehousing
- FY17
  - Total =493
  - HP= 172
  - RRH = 321



# Diversion Funding Sources

- ESG - Short-term rental assistance, housing relocation and stabilization services, mediation.
- TANF - Short-term rental assistance, financial assistance, moving assistance, subsidized employment, case management services, legal services.
- SSVF
- County/City general funds
- Private funds



## CONCLUSION

A successful diversion program will improve the ability of a homeless assistance system to target shelter resources effectively, perform well on HEARTH Act measures, and, most importantly, help families safely avoid a traumatic and stressful homeless episode.