



Career and Recovery Resources, Inc.



100,000 HOMES
www.100khomes.org

R R I
Rapid Results Institute



Ending Veteran Homelessness in Houston/Harris County



The Way Home
Changing the Path for Houston's Homeless

Housing Houston's Heroes

- More than 2,900 homeless veterans housed since January 2012
- 80% of the veterans housed were considered chronically homeless
- Extensive planning and collaboration among multiple partners
- Framework became path for *The Way Home*

Key Partners

- Local Government: Houston, Harris and Fort Bend Counties
- Local Housing Authorities: HHA, HCHA
- VA
- CoC
- Service Providers

Partner Roles

PHA

2000+ Vouchers
for PSH & RRH

Development of
PSH

50+ Public
Housing Units for
PSH

Project
Management,
Fiscal
Intermediary

City

Housing –
\$25M+ Capital for
PSH, \$3M RRH

Health –
\$6M+ Service
Funding, Project
Management

Mayor –
Staff, Leadership,
Political Capital

County

Housing –
\$21M Capital for
PSH, \$1M RRH

Services –
\$500K Service
Funding

Project
Management

Private

\$300K+
Furnishings Fund
for PSH

\$1M + Capacity
Building Grants

New Partners like
Managed Care

Preparing to fill
capital gaps; at
least \$30M+

The Team



- **Team leader:** Mark Thiele, VP HCVP, Houston Housing Authority
- **Team members:**
 - Adam Walms, Medical Center Director, VA
 - Laura Marsh, Director, MHCL, VA
 - Toni Brown, HCHV Deputy Director, VA
 - TaKeisha Plowden, SHC, VA
 - Dorothy Thomas, NHC, VA
 - Kristen Kelley, VBA
 - Buddy Grantham, Director of Veteran Affairs, City of Houston
 - Mandy Chapman Semple, Special Assistant to the Mayor for Homeless Initiatives, City of Houston
 - Tory Gunsolley, President & CEO, HHA
 - Tom McCasland, CEO, HCHA
 - Daphne Lemelle, Director, HCCSD
 - Marilyn Brown, President/CEO, Coalition for the Homeless of Houston/Harris County (CHH/HC)
 - Erol Fetahagic, HMIS Administrator, CHH/HC
 - Tom Mitchell, Executive Director, U.S. Vets
 - Gail Cote, Executive Director, Support Services, The Housing Corporation
 - Cheryl Turner, LCM/RS, LaShonda Johnson, SA
 - Tim Cantwell, Cloudbreak Communities

How it Started

- Rapid Results Boot Camp (May 2012)
- **100 in 100**
- Refresher Boot Camp (May 2013)
- **300 in 100**
- Housing Houston's Heroes
- ***The Way Home (July 2014)***

How we did it...

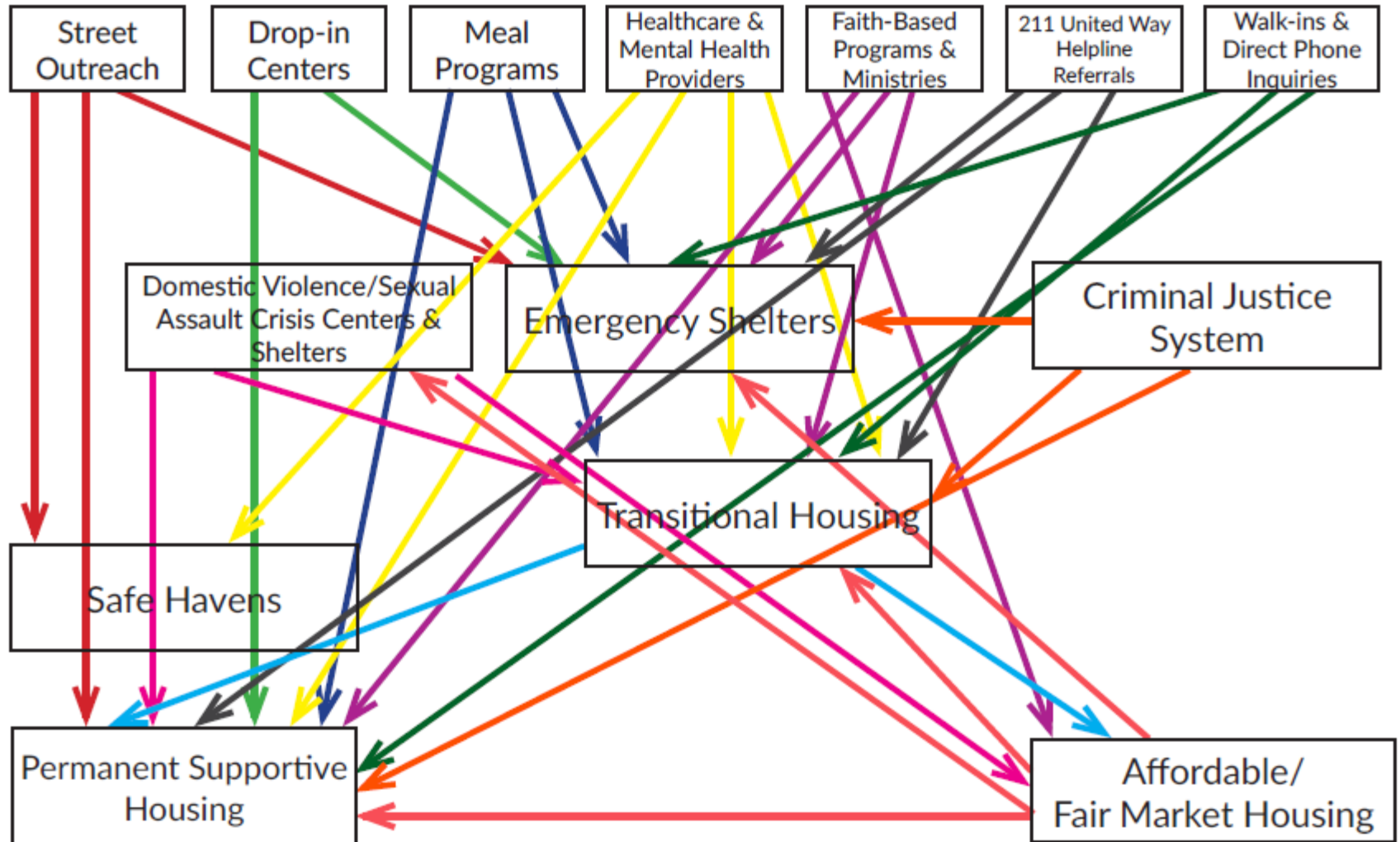
*System
Transformation...*

*Using evidence
based practices
and...*

*Unprecedented
collaboration
between the public
and private sectors.*

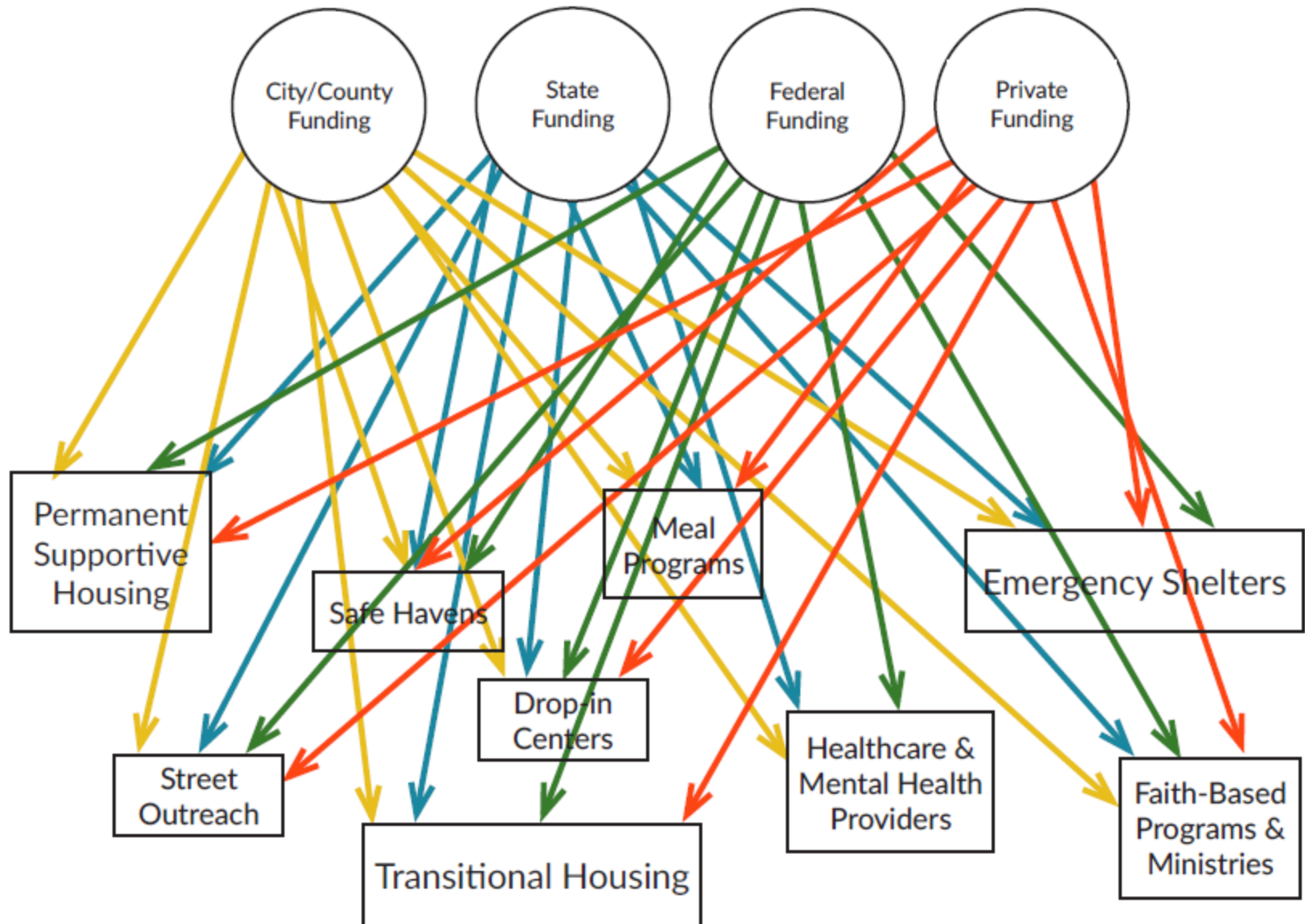
The Old Homeless System-Services

The way a homeless individual could access services previously:

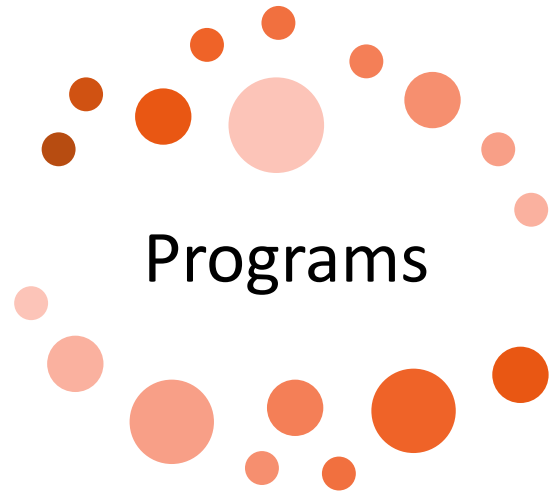


The Old Homeless System-Funding

Funding for these services was not efficient either:



System Evolution

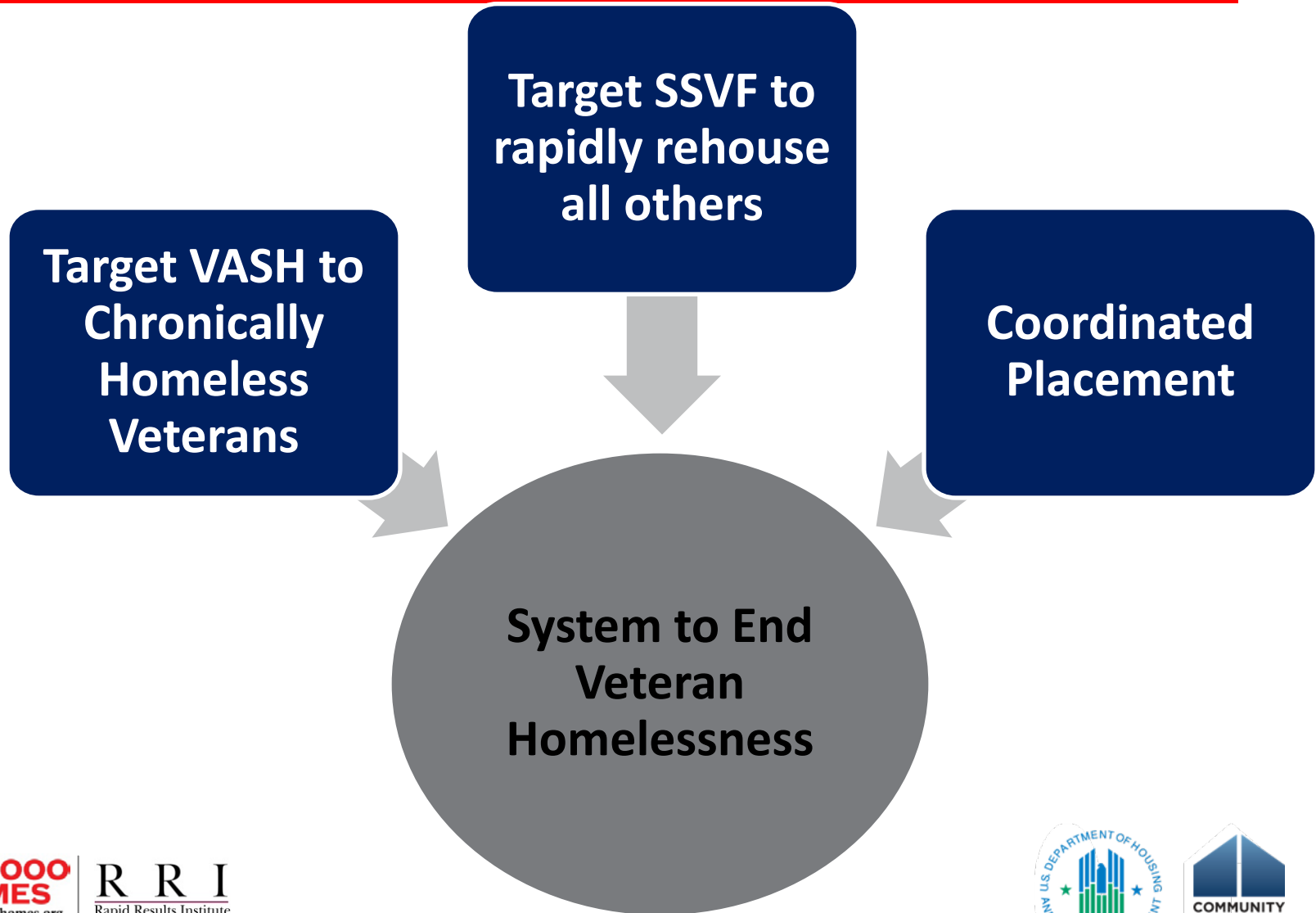


A diverse collection of independent providers employing lots of methods seeking various goals



An integrated network of providers and funders coordinating efforts to achieve maximum impact.

System to End Veteran Homelessness by 2015



How we did it... more details

- Prioritized VASH for chronically homeless
- **Adopted Housing First model**
- Formed SSVF Provider forum and prioritized assistance for non-chronic homeless veterans
- **Leveraged other resources for non-VASH eligible chronically homeless veterans**
- Built Coordinated Access System with VASH and PSH as priority housing options
- **Bi-Weekly/Monthly Team Meetings**
- Forming a Retention Subcommittee
- **Sharing Data**
- Remaining Committed to the Goal as a group

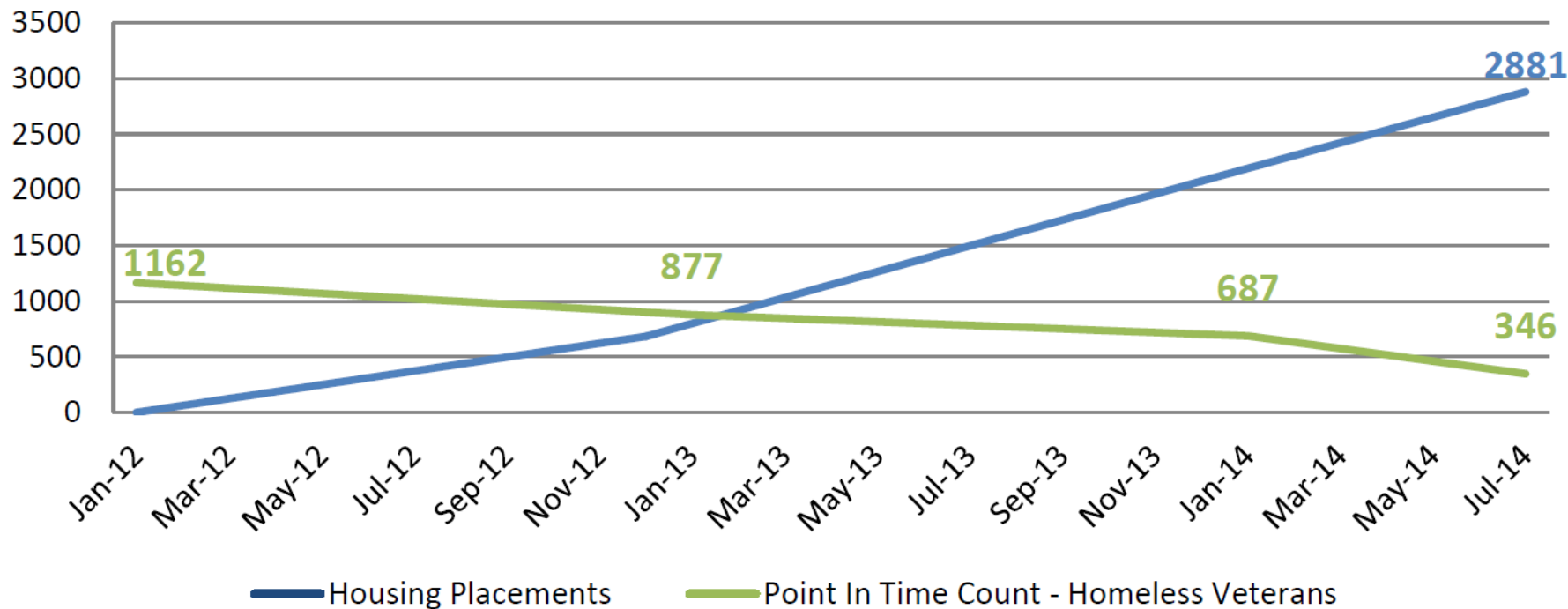
Tracking Our Progress

100 Day Goal: We will lease 300 homeless veterans, including all of our HUD VASH (100% to chronically homeless) in 100 days. We will lease 140 homeless veterans in July, at least 70% of whom will be chronically homeless.

300 in 100 HHH	HCHA	HHA	HMIS	Total	Goals	VASH Only Totals
Housed	71	137	149	357	300	208
Chronic	60	122	13	195	NA	182
%	84.5%	89.0%	8.7%	54.6%	NA	87.5%

July	HCHA	HHA	HMIS	Total	Goals
Housed	21	49	25	95	140
Chronic	21	49	1	71	NA
%	100%	100%	4%	74.7%	70%

Progress – Homeless Veterans



- **70% reduction in veteran homeless (1/11 – 7/14)**
- **An additional 300 veterans currently being processed for housing.**

Key Achievements



- 5 day briefing (147 vouchers issued) to house remaining chronically homeless Veterans on the VA interest list; switching to housing from Registry list
- **Registry Week (100K Homes)**
- Implemented coordinated access;
- **All VASH vouchers issued to chronically homeless**
- Partnership w/ Compassionate Houston re: Household start up packages for all veterans in the initiative
- **Open dialog on the definition chronic homelessness**
- Formation of subcommittees to address specific issues more intensively
- **Active tracking/utilization of HMIS to track homeless veterans housed outside of VASH vouchers**
- Houston HUD TA provided Housing First training to VA VASH case management staff
- **Steps taken to integrate VI assessment in VA intake process at drop-in center**
- Began key discussions regarding VA HOMES database chronic homelessness definition



Changes and Innovations

Coordinating Access to both VA and CoC

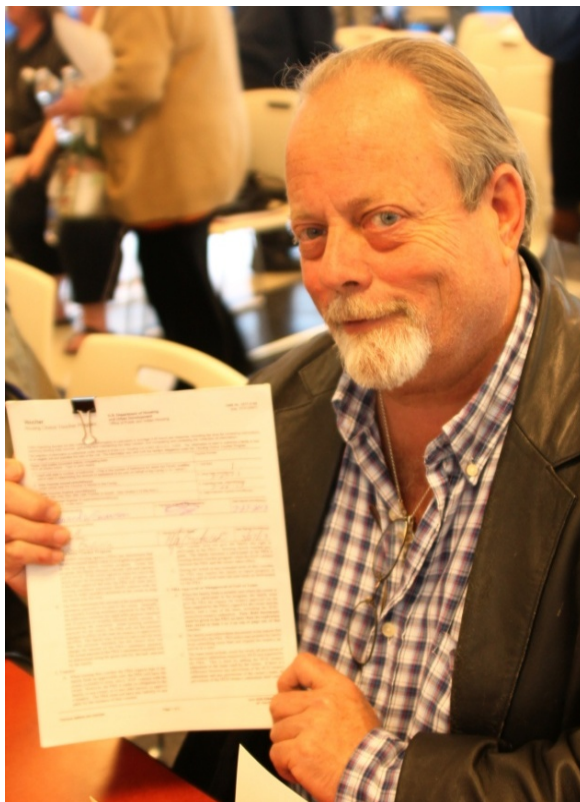
Triage Tools & Single Waitlist for VASH

Troubleshoot system barriers & support
change

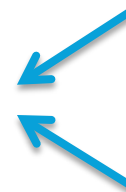
Unwinding SSVF from VASH

Insights Gained

Need for smaller briefings for chronically homeless population due to added challenges

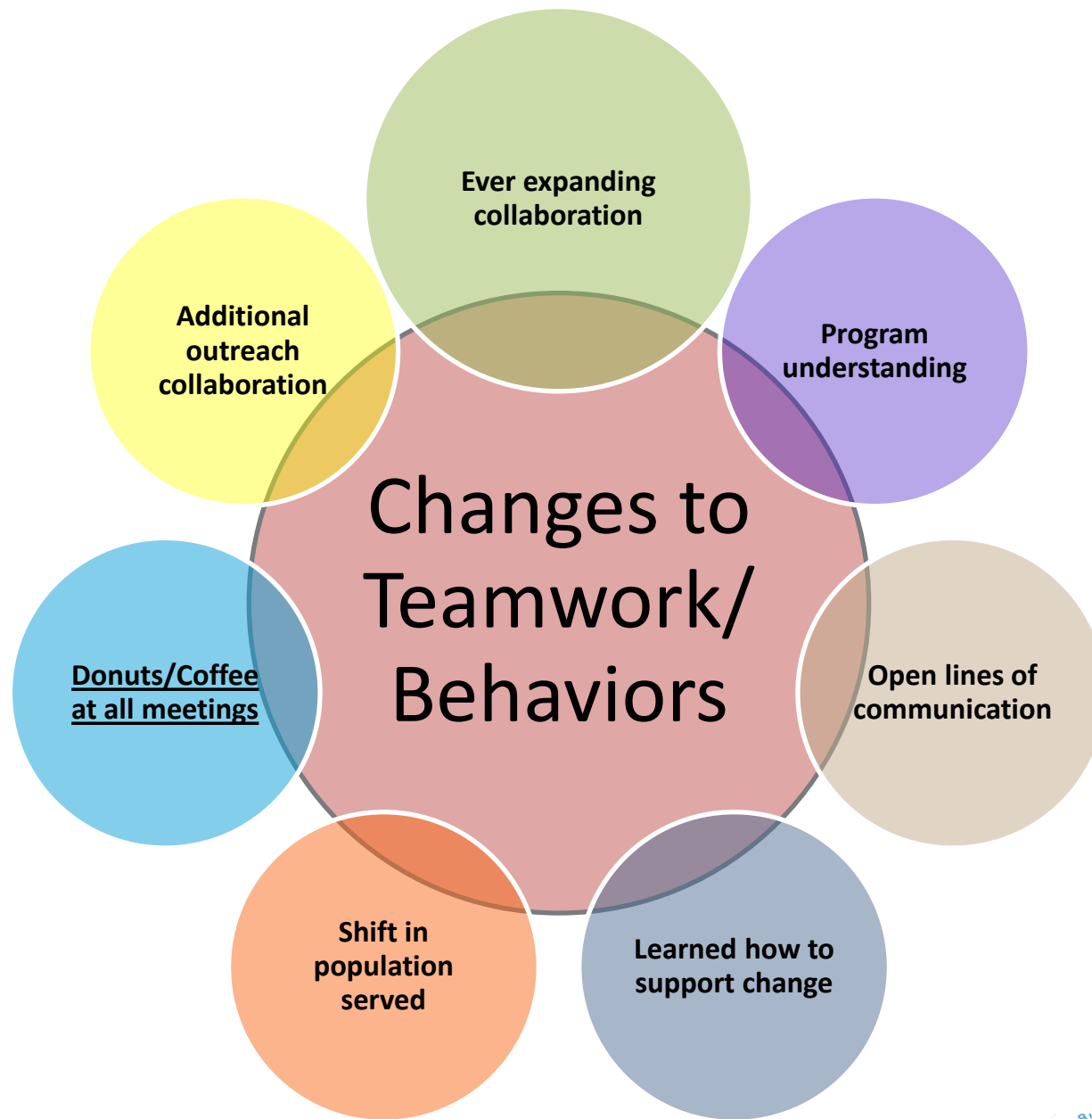


Additional support needed to reduce VASH caseload size



Need for additional peer support in lease-up process

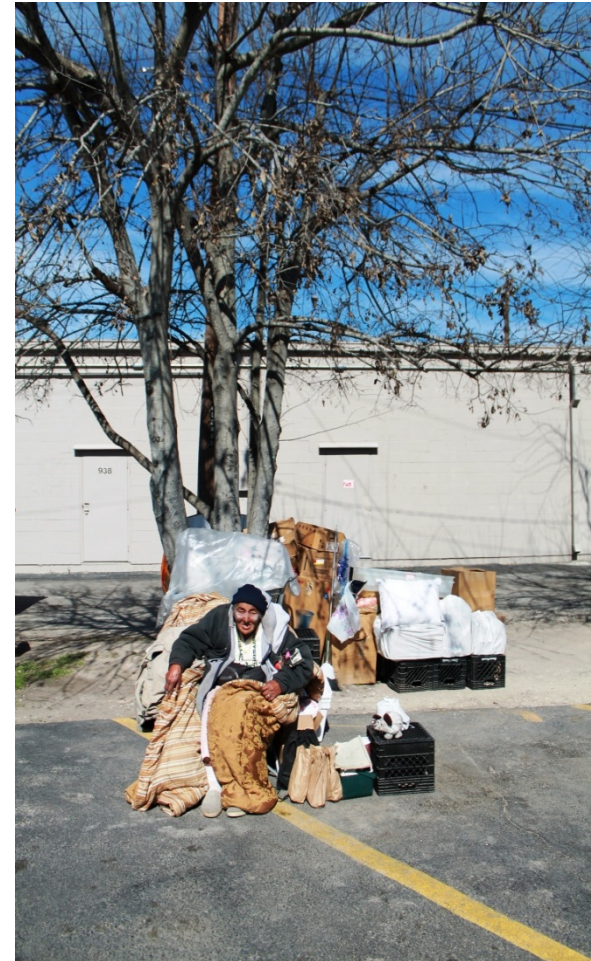
Other housing options added to briefing process for non-VASH eligible chronically homeless veterans



Next Steps...

Finish taking these changes to scale & improve retention rates

- Embedding PHA at drop in center starting in October to process VASH instantly
- Use Triage Tool to help reach take down rate & connect systems
- Support standardization of SSVF Programs & follow up to prevent recidivism
- Support VA in co-location of homeless program staff & CMs – In Development
- Support VA to execute a third party contract for Case Managers – In Development
- Use private \$ to hire housing navigators – In Development
- Support VA to assemble service teams
- Support VA in co-location of case managers – In process
- Begin to shift focus to Prevention



Next Steps...

Retention Committee

- Utilize existing empirical research, literature and qualitative data to identify key factors that lead to homelessness recidivism
- Cross reference current community needs assessment with existing resources
- Identify service gaps/resource gaps related to key factors of homelessness recidivism
- Establish and operationalize metrics that will be used to monitor plan implementation and effectiveness
- Develop action plans to address key factors to homelessness recidivism
- Provide VA/CoC action plan updates and review for ongoing improvement planning



Seeing the change happen...

