Using Data to Engage Local Elected Officials

National Coalition for Homeless Veterans
2019 Conference

May 30, 2019
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 is 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
   Charging 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. Upstate CoC 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 project

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

Without CES

With 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.
Impact of CES

376 persons received housing through CES in calendar year 2018
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

The Upstate CoC first attempted to use the C&B master template in late 2016.

Entered data from HMIS and 2017 PIT Count.
So we took a step back to reassess our process...

- How to encourage more consistent participation?
- Connect to daily direct service
Next attempt: Have BNL efforts mirror the CoC’s CES process.
Reintroduced C&B master template tool (November 2018)
**CHALLENGES TO INITIAL IMPLEMENTATION**

- 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

**CHALLENGES TO MAINTAINING BNL**

- 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
### Federal Benchmarks Generation Tool

**Version:** 2.2 11/09/2018

**Number of Veterans experiencing homelessness as of end date of report:** 41

**To Use:** Enter an “End Date” and click “Calculate Benchmarks” for results. See Instructions tab for further guidance.

**90 day look-back period:**
- **Start Date:** 2/15/2019
- **End Date:** 5/16/2019

<table>
<thead>
<tr>
<th>Date Point</th>
<th>Data Point</th>
</tr>
</thead>
<tbody>
<tr>
<td>A1</td>
<td>19</td>
</tr>
<tr>
<td>A2</td>
<td>0</td>
</tr>
<tr>
<td>A3</td>
<td>0</td>
</tr>
<tr>
<td>A4</td>
<td>3</td>
</tr>
</tbody>
</table>

**A. Have you ended chronic and long-term homelessness among Veterans in your community?**

**Target:** Zero chronic and long-term homeless Veterans as of date of review, with exceptions indicated below.

- **Total number of chronic and long-term homeless Veterans who are not in permanent housing as of end date above:**
  - 19

- **Exempted Group One:** Total number of chronic and long-term homeless Veterans who have been offered, but not yet accepted a PH intervention offer and where the last PH intervention offer was within 14 days of the end of the 90 day look-back period.
  - 0

- **Exempted Group Two:** Total number of chronic and long-term homeless Veterans who have been offered a PH intervention, but have chosen to enter service-intensive transitional housing in order to appropriately address a clinical need, prior to entering a permanent housing destination.
  - 0

- **Exempted Group Three:** Total number of chronic and long-term homeless Veterans who have accepted a PH intervention offer, but not yet entered permanent housing and where the first acceptance of a PH intervention offer occurred during the 90 day look-back period.
  - 3

**Total Chronic and Long-Term Homeless Veterans - Total Number of Veterans in Exempted Groups 1, 2 and 3:**

- **16**

**Benchmark A achieved?** No
### B. Do Veterans have quick access to permanent housing?

**Target:** For homeless Veterans placed in PH in last 90 days, excluding exceptions indicated below, the average time from date of identification to date of PH move-in is less than or equal to 90 days.

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total number of Veterans who moved into permanent housing</td>
<td>20</td>
</tr>
<tr>
<td>- Exemption Group 2: Do NOT Include people who were offered a permanent housing intervention but chose to enter a service-intensive transitional housing project prior to entering a permanent housing destination. Number of Veterans offered PH interventions, but declined the offer and chose TH prior to PH destination.</td>
<td>0</td>
</tr>
<tr>
<td>Total net number of Veterans who moved into permanent housing (B1 - B2)</td>
<td>20</td>
</tr>
<tr>
<td>Total number of days it takes for all Veterans who become homeless to enter permanent housing</td>
<td>1520</td>
</tr>
</tbody>
</table>

**Total Number of Days → by Total Net Number of Veterans →** 76

**Benchmark B achieved?** Yes

### C. Does the community have sufficient permanent housing capacity?

**Target:** In the last 90 days, the total number of homeless Veterans moving into permanent housing is greater than or equal to the total number of newly identified homeless Veterans.

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>The total number of Veterans exiting homelessness to permanent housing</td>
<td>20</td>
</tr>
<tr>
<td>The total number of newly Identified homeless Veterans</td>
<td>53</td>
</tr>
</tbody>
</table>

**Benchmark C achieved?** No

### D. Is the community committed to Housing First and provides service-intensive transitional housing to Veterans experiencing homelessness only in limited instances?

**Target:** In the last 90 days, the total number of homeless Veterans entering service-intensive transitional housing is less than the total number of newly identified homeless Veterans.

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>The total number of Veterans entering service-intensive transitional housing</td>
<td>0</td>
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<tr>
<td>The total number of newly identified homeless Veterans</td>
<td>53</td>
</tr>
</tbody>
</table>

**Benchmark D achieved?** D1 must be significantly below D2
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

Prevent Re-entry!!

System Entry

Permanent Housing

VASH Voucher

GPD

SSVF

CES “Small” Team Questions:
- Who is active case manager?
- How many CMs are touching?
- How many days in system?
- Are we creating entitlement?
- Is our end goal permanent housing?
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?
NLC is the voice of America’s cities, towns and villages, representing more than 200 million people. NLC works to strengthen local leadership, influence federal policy and drive innovative solutions.
19,000 cities, towns, and villages
>2,100 direct members
49 state municipal leagues
(not Hawaii...only one city)
Launched in 2014

Joining Forces

HUD  USICH  VA
Mayors Challenge Federal Partners 2019

USICH

HUD  VA
Mayors Challenge National Partners 2019

National Coalition for Homeless Veterans

National Alliance to End Homelessness

Community Solutions
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
<table>
<thead>
<tr>
<th>City 1</th>
<th>City 2</th>
<th>City 3</th>
<th>City 4</th>
</tr>
</thead>
<tbody>
<tr>
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<td>Madison, WI</td>
<td>St. Louis, MO</td>
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<td>Charleston, SC</td>
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<td>Indianapolis, IN</td>
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<tr>
<td>Tucson, AZ</td>
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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
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?
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)
Funding Sources

- Community Reinvestment Act qualified contributions from regional banks (OCC; FDIC; Federal Reserve)
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