

Bringing it Home

Ending Homelessness in NC

Innovative Practices for Rapid Rehousing Services

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Change at the Community Shelter

Five Years ago

- Transitional Shelter up to 24 month stay
- We turned people away
- Average Length of Stay 47 days
- We expected our clients to rehouse themselves
- 200 homeless clients (11 families)
- High recidivism rates
- Reasons to “kick folks out” (high barriers to shelter)
 - under-staffed (5 employees), under-trained, under-resourced, and lacked vision

Today at the Community Shelter

2016

- 568 homeless individuals 284%↑
- Average Length Stay 21 Days 224%↓
- Rehoused 107 homeless households (62 Single Adults and 45 Families) 306%↑
- 56,000 prepared meals 219%↑
- Budget to \$950,000 300%↑
- Staff of 18 360%↑
- 83% stay in housing 12 months or longer - Track Data NOW
- Friendly Landlord/Affordable Housing Inventory relationships

Paradigm Shift

a fundamental change in approach
or underlying assumptions

If you want to end homelessness.....

then put people in homes

How? Best Practices

DIVERSIFIED FUNDING

REDUCE BARRIERS FOR HOUSING READINESS

CREATIVE HOUSING APPROACH

POST HOUSING SUPPORT

FUNDING

Private Funds – Go Get It

- Flexibility in programming
- Rehousing is “sexy”
- Foundations love you
- Keep outcomes SIMPLE
- Pipeline to more case mgmt staff

ESG/COC Funds

- Meant to be supplemental not 100%
- Utilize staff funding component of ESG
- Grow your award
- Train internal agency subject matter expert



FUNDING



Collaborate with Other Agencies to reduce costs

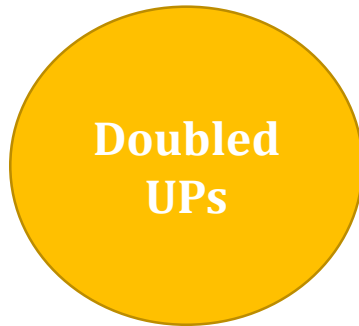
- Crisis Assistance Ministry
- Turning Point
- Community Link
- PSH agencies
- Heart for Monroe
- Faith Community

FUNDING

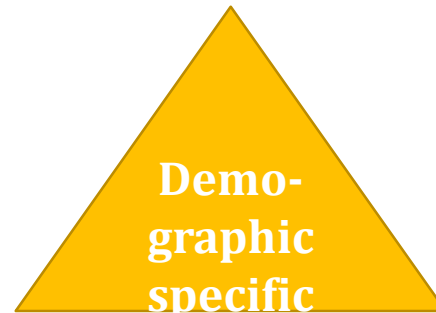
One Size Does NOT Fit All



ESG / COC
Money



Private Funds/Collaborative
Funds/ Foundations



Private funds or
Foundations/UW



PSH Funds
ESG/COC

Coordinated Assessment Key to Prioritization

Reduce Barriers

Rethink Your Emergency Shelter Rules

- 14 Days – Our Benchmark to next step
- If Diversion successful then externally case manage
- Coach rather than Parent
- Emergency Shelter – (soften county residence rule)
- Reasonable Length of Stay in Emergency Shelter
- Sober Living Environment vs One Strike and Out
- Warm vs Cold Referrals
- Overnight Passes
- Meaningful activities – WORK READY
- Provide Transportation

Housing Program

Hire a Dedicated Housing Manager

- Call and Visit Landlords – New Best Friends
- Document/Update Housing Inventory Monthly
- Use the donor relationship approach with Landlords
- Don't Burn LLS. Upfront and Honest
- “Character” checks rather than Credit/Criminal Checks
- Create a Team Mentality



Housing Program

Move In Costs/Rental Assistance

- Affordability – Needs v Wants
- Roommate Readiness
- 70/30 – Skin in the Game
- Creative approach to the 70
- Home Again – Furniture Donation Program



Post Housing Support

12 Month Post Housing

- Continuity of Case Manager
- Light Touches v Heavy Touches
- Financial intervention if necessary
- Food insecurity support
- Open mind if longer than 12 months needed or intermittent \$ help
- Keep clients engaged with the agencies/services you referred to them
- Celebrate Successes



Go Find Your Best Practices

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It's A Beautiful Thing



**Donald M.
Rehoused in
2013 and still
doing great!**

**“I think I missed cooking in my kitchen
the most,” Donald M.**