

A NEW DESIGN FOR HOMELESS SERVICES

INCREASING EFFECTIVENESS IN THE PINELLAS HOMELESS SERVICES SYSTEM

Homeless Leadership Network: 2010-11

CREATING A HOMELESS SERVICES SYSTEM

- ▣ **What exists now – not a system**
 - ▣ Many excellent service providers
 - ▣ Special populations have services and access
 - ▣ Strong faith-based involvement, varying quality
 - ▣ Good cooperation among providers – informal
 - ▣ Transportation a major issue

WHY MAKE CHANGES NOW?

- **Reduced resources at local, state, federal level –now and foreseeable future**
- **Homelessness continues to increase in all population categories**
- **Federal HEARTH Act and Federal 10-Year Plan to End Homelessness**
- **Effective, expanded TBIN system that is open and shared**

HEARTH ACT IMPLICATIONS

- 1. More focus on preventing homelessness, reducing lengths of stay in homelessness, reducing recidivism.**
- 2. Federal funding will focus on prevention, permanent supportive housing, Rapid Re-Housing – both families and individuals, chronic homeless, veterans**
- 3. Requires that we look at whole system, potential changes in how services delivered**

REQUIREMENTS FOR SUCCESSFUL SYSTEM

1. **Most Critical: Affordable housing stock for very low income persons/families**
2. **Streamlined access to services – centralized intake, assessment, target services**
3. **Shared, comprehensive, accessible client and housing information**
4. **Meet basic and transformational needs**
5. **Pinellas: transportation that works**

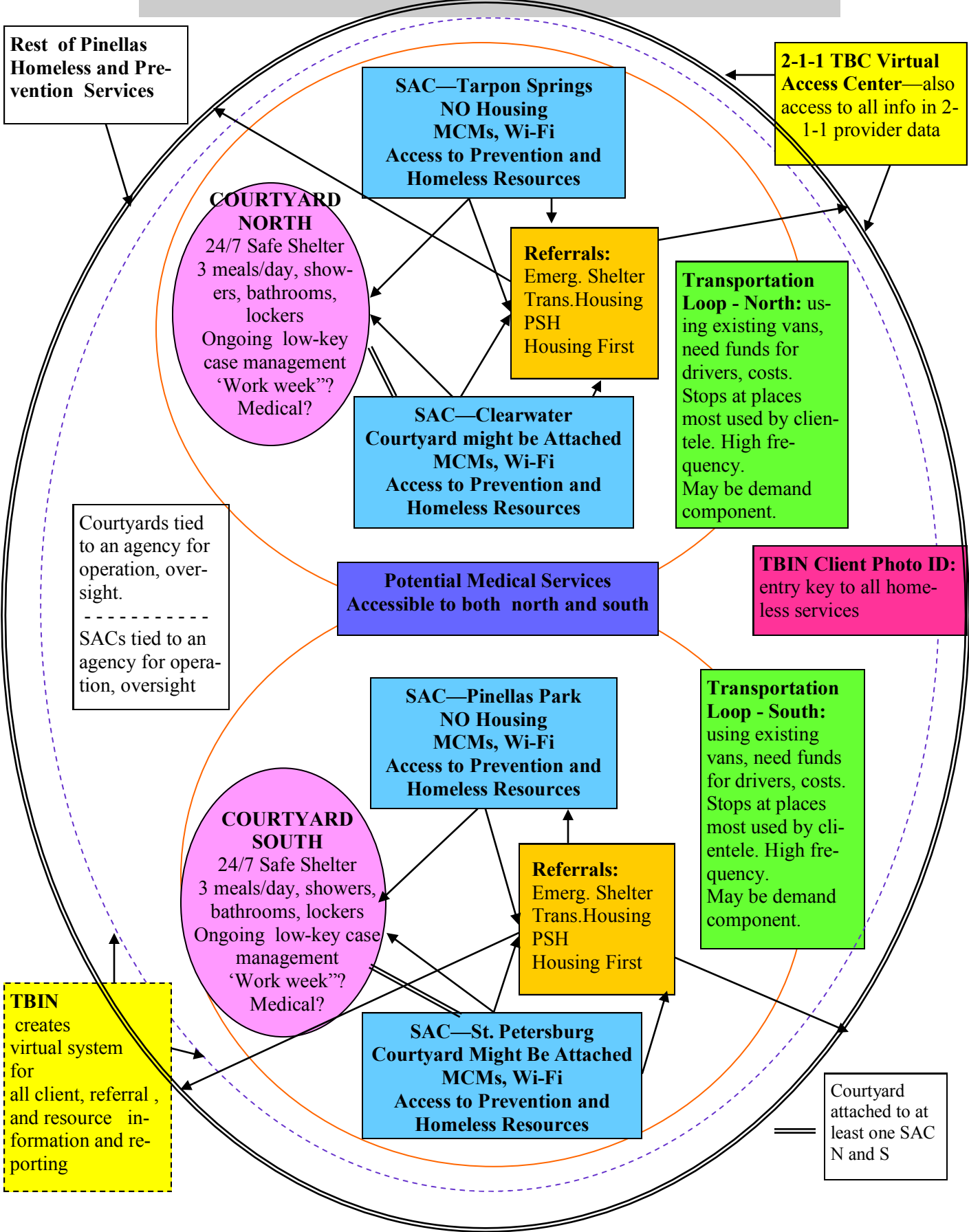
CRITICAL REQUIREMENT: Services That Work

- I. **Accessible, timely, regular services that meet individual needs**
 - ▣ **Master case management to oversee client from start to finish**
 - ▣ **Connection to mainstream resources and/or employment**
 - ▣ **Mental health and substance abuse outpatient services**
 - ▣ **Basic needs: food, clothing, toiletries, etc.**
 - ▣ **Other self-sufficiency needs addressed**

ADDITIONAL REQUIREMENTS

- **Use emergency shelters for crisis response, address immediate needs**
- **Move from transitional housing to ‘transition-in-place’ or ‘interim housing’ for many to most clients**
- **Prioritize moving people as rapidly as possible into regular housing**
- **Services from whole community, not just the homeless providers**

FIRST DRAFT CONCEPT:
Pinellas Individual Prevention & Homeless Services System:
Initial Contact, Intake, Referral 10-31-10



KEY SYSTEM COMPONENTS

- ▣ **Service Access Centers – includes Prevention and Homeless Services Information**
 - ▣ **Master Case Managers**
 - ▣ **Centralized Intake**
- ▣ **Courtyards**
- ▣ **Service Providers (via referrals)**
- ▣ **Transportation**
- ▣ **TBIN**

PINELLAS SAFE HARBOR

- ▣ **Criminal justice diversion**
- ▣ **First Courtyard for homeless individuals**
- ▣ **Male and female adults**
- ▣ **Case management, assistance, referral for services and housing**
- ▣ **Initial step from street homelessness to resources for self-sufficiency**
- ▣ **Voluntary, depends on community resources**

SERVICES SYSTEM FOR FAMILIES

- ▣ **Same major components as for individual services system**
- ▣ **Have to consider needs of whole family**
- ▣ **Focus on rapid re-housing with strong services available**
- ▣ **Close cooperation, ties to JWB services**
- ▣ **Major needs for emergency assistance, very-low income affordable housing**

2011: HARD CHOICES, DIFFICULT DECISIONS

- ▣ **Priorities for target populations**
 - ▣ Individuals
 - ▣ Families
 - ▣ Unaccompanied Youth
- ▣ **Priorities for Homeless Status**
 - ▣ New /short term homeless (1-60 days)
 - ▣ Mid-range homeless (3 mo.-1 year)
 - ▣ Chronic homeless
 - ▣ At-risk/almost homeless

TYPES OF HOUSING AND SHELTER: PRIORITIES

Note: for males/females/individuals/families

- ▣ Courtyard
- ▣ Emergency Shelter
- ▣ Transitional
 - ▣ Transition-in-place
- ▣ Permanent Supported Housing
- ▣ Permanent Very-Low- or Low-Income Affordable Apartments
 - ▣ Housing First/Rapid Re-housing, Prevention
 - ▣ Clients exiting other programs

SUPPORT SERVICES: PRIORITY AND SUFFICIENCY

- ▣ **Substance Abuse: outpatient, accessible**
- ▣ **Mental Health: outpatient, accessible**
- ▣ **Medical: outpatient, accessible**
 - ▣ **Acute, chronic, prevention**
- ▣ **Food and Feeding**
- ▣ **Transportation**
- ▣ **Day Services: mail, information, referral**
- ▣ **Official State IDs**

FINAL RESULT

- ▣ **System development over time – resource availability the big factor**
- ▣ **Real *system* with better, more effective service for individuals and families**
- ▣ **Comprehensive performance outcomes**
- ▣ **Revised 10-Year Plan with specific, measurable outcome goals**
- ▣ **MORE LOW-INCOME AFFORDABLE HOUSING**