

Coordinating Intake and Assessments through Housing Resource Centers

Serenity House of Clallam County

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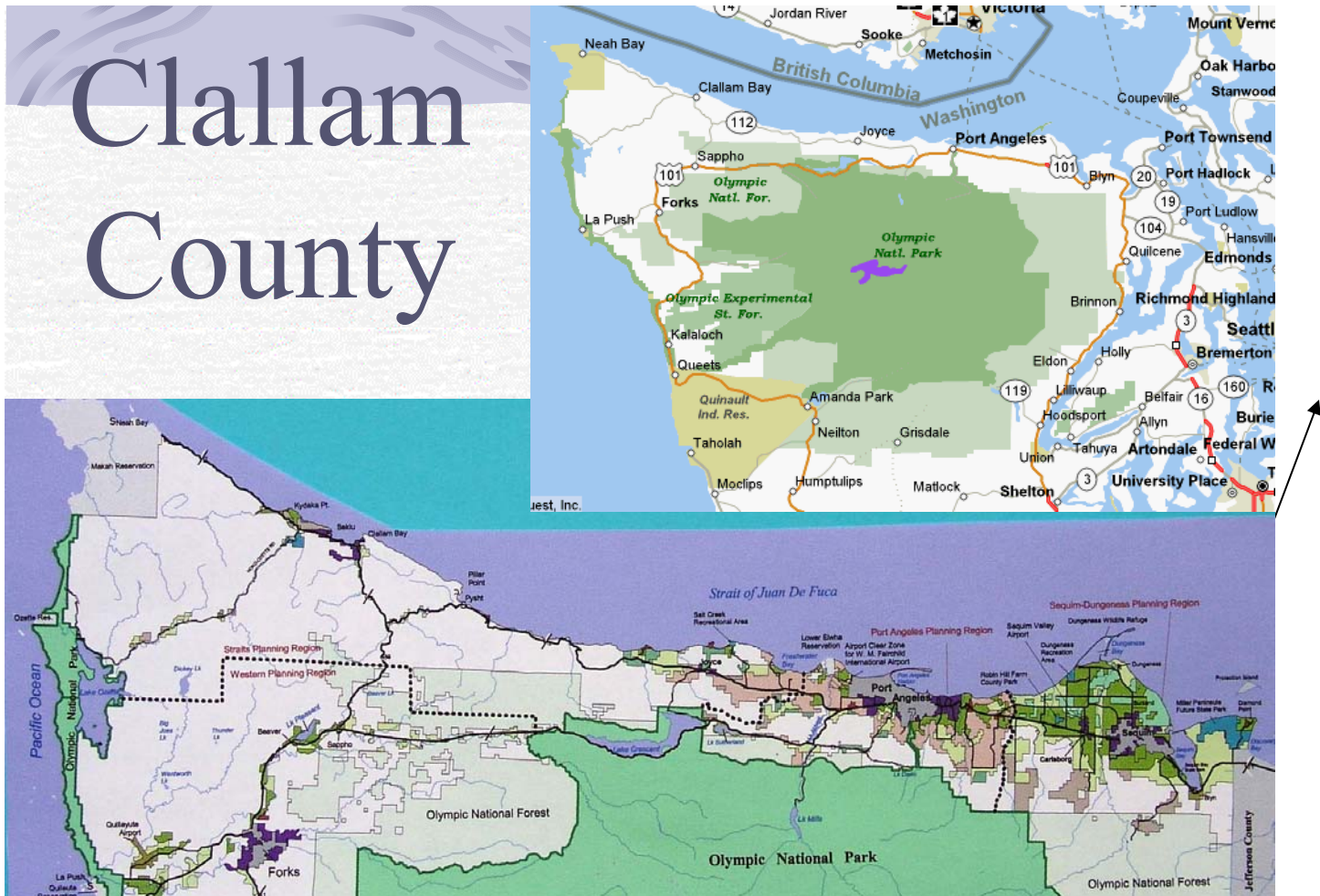
Presentation Overview

- Background on the community process to establish a coordinated intake/assessment tool
- Developing the intake and assessment tools
- Multiple interventions
- Oversight and Evaluation
- Funding sources
- Implementation challenges
- Lessons learned



Clallam County

- Port Angeles, Sequim and Forks 3 largest communities (pop=70,000)
- Geography is important in considering coordinated intakes



How We Started the Process

- ✓ In 2005, County adopted a **ten year plan** to end homelessness which included a countywide emphasis on prevention, **central intake**, rapid re-entry and discharge planning
- ✓ **County** identifies and applies to state funding program, strong community support & identified lead providers, propose to serve all homeless populations
- ✓ Awarded in December 2006-about \$700,000 awarded for prevention & rapid re-housing over 3 year period- Local match of about \$450,000 over same 3 years
- ✓ Port Angeles HRC opens September 2007, Sequim office opens December 2007, West End office opens January 2008
- ✓ **3 Year Goal:** 600+households. On track to double that goal in first two years!



The beginning of coordinated intake, prevention & rapid re-housing

- Through the Shelter Provider's Network, agencies agreed that a coordinated intake would best serve our clients. *(provider driven + planning + political will)*
- Agencies agreed that a “One Stop Shop” better fit the needs of clients. But it also incorporates the ‘no wrong door’ concept.
- Key agencies were identified and met together to try to establish one central intake form. *(5 agencies)*

Community Partners

A few of the most often-utilized partner & referral agencies include **(5 agencies involved in coordinated intake planning)**:

- Serenity House of Clallam County
- Housing Authority of Clallam County
- MANNA
- St Vincent de Paul (2)
- Olympic Community Action
- DSHS / CPS / CWS
- First Step
- Sequim Community Aid
- Healthy Families
- Peninsula Community Mental Health
- NW Justice Project / ProBono
- Dungeness Valley Health & Wellness
- Volunteers In Medicine of the Olympics (VIMO)
- Salvation Army
- Food Banks
- West End Outreach
- Forks Abuse
- Property management companies
- United Way
- **And area churches, among many others.**



Coordination challenge:

- More partners, more challenge
- Each agency had their own funder requirements on data collection and supporting documents needed
- Agencies desire to retain autonomy
- Create understanding and support for housing first solutions, not crisis support

Where we are today:

- All three HRC's use the same intake/assessment forms.
Immediate walk-in assistance
- Coordinated response with community agencies through fax/phone and hand delivered methods. We need to improve communication protocols.
 - Improvement—Community Action went from clients needing 2 appointments to receive assistance to 1 appt. with the 1st one completed through HRC and phone contact
 - Flexible-Housing Authority receives deposit assistance applications through HRC instead of their office (one less place for clients to go)
 - Outcomes: Homelessness reduced 40%

Housing Resource Center referral and placement flow chart :

- ◆ Community partners & referral agencies
- ◆ Family Case Managers
- ◆ Vets Relief case manager
- ◆ Housing Authority voucher specialist
- ◆ Youth & young adult case manager
- ◆ 211

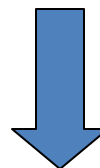


Intake & Assessment:

Prevention
Prevention Plus
Start up
Housing Counseling & Placement

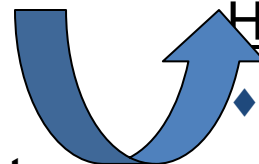
OR

Case Management
Housing Stability Plan



Site Based Housing

- ◆ Emergency shelter
- ◆ Evergreen Family Village
- ◆ Serenity Court
- ◆ Hope House/Rose House
- ◆ Tempest PSH



Home Based Housing

- ◆ Tenant Based Rental Assistance
- ◆ Transitions to Housing
- ◆ One Family-One Home
- ◆ Cornerstone

Tools of the Trade

Intake/assessment form

HMIS

Client Barrier Level

Program Descriptions

Tenant PI System



Application Checklist

In order for HRC to process your request for assistance,
you must provide the following information
within 7 days of application.

Thank You.

- Income Verification
- Identification for ALL adults.
- Social Security Cards for ALL household members
- Birth Certificates for ALL household members (Move-In Deposits Only)
- Intent to Rent completed by landlord (for Move-In assistance) OR
- Eviction (Pay or Vacate) Notice and lease (for Homeless Prevention assistance) with complete landlord information.
- If back rent is due we will require a written agreement between you and your landlord that specifies a payment plan. This ensures that you will not be evicted.

Level 4 – Significant Barriers

- 4 or more UD's; recent record of property damage to rental housing
- Recent serious criminal history
- Current battering with abuser in family unit; open CPS case; current sexual abuse in the family unit
- Actively using drugs/alcohol
- Severe DD, severe mental health issues, severe behavioral problems: children and/or adults
- Non-English-speaking
- Learning difficulties, no GED, no high school diploma
- Household needs 3 or more BR unit, head of household under age 18, single parent household
- Physical disability that requires special accommodations or handicap-accessible
- Requires additional education and training, with expected sufficient income within 24 months or on-going rental subsidies
- Needs financial help with moving, furniture, misc. services; new to the area

Services:

- Complete HRC application and collect supporting documentation.
- Possible placement in:
 - Single Adult Shelter Emergency or Transitional
 - Family Shelter Services Emergency
 - Evergreen Family Village
 - Serenity Court
 - One Family - One Home
 - Tenant-Based Rental Assistance
- Housing, case management, living skills information, referral to other community resources
- Contact is daily to monthly, depending on program
- Housing + services for 2 months to 2 years, averaging 18-24 months

Level 3 – Moderate Barriers

- Poor rental history (up to 3 UD's or evictions)
- Recent minor criminal history; just released from jail
- Recent domestic abuse with abuser in the area; open CPS case
- Not currently abusing substances; recent minor drug history
- Moderate DD, mild-moderate mental health issues, mild-moderate behavioral problems: children and/or adults
- Non-English-speaking
- No GED, no high school diploma
- Household needs 3 or more BR unit, head of household under age 18, single parent household
- Physical disability that requires special accommodations or handicap-accessible
- Unemployed with potential work within 6 months; insufficient income with potential in 12-18 months, needs extra training
- Needs financial help with moving, furniture, misc. services; new to the area

Services:

- Complete HRC application and collect supporting documentation. → Possible placement in:
 - Single Adult Shelter Emergency or Transitional
 - Family Shelter Services Emergency
 - Evergreen Family Village
 - Serenity Court
 - One Family - One Home
 - Tenant-Based Rental Assistance
- Housing, case management, living skills information, referral to other community resources
- Contact is daily to monthly, depending on program
- Housing + services for 2 months to 2 years, averaging 12-18 months

Level 2 – Some Barriers

- No rental history, or no more than one, easily explained, unlawful detainer
- No criminal history
- History of battery; abuser not in area
- Mild DD, no mental health nor active chemical dependency issues
- Non-English-speaking
- No high school diploma
- Household needs 3 or more BR unit, head of household under age 18, single parent household
- Physical disability that requires special accommodations or handicap-accessible
- Underemployed, insufficient income with potential for increase in 6 months
- Needs financial help with moving, furniture, misc. services; new to the area

Services:

- Complete HRC application and collect supporting documentation.
- Possible placement in:
 - Single Adult Shelter Emergency or Transitional
 - Family Shelter Services Emergency
 - Serenity Court
 - Transitional
 - Transitions to Housing
 - Prevention Plus
 - One Family - One Home
 - Tenant-Based Rental Assistance
- Housing, case management, living skills information, community resource referrals
- Contact is daily to monthly, depending on program
- Housing + services for 2 months to 2 years, averaging 6-12 months

Level 1 –No/Few Barriers

- Good rental history
- No criminal history, active chemical dependency issues, or family violence
- No education/literacy issues
- No disabling health, mental health, learning, DD, or behavioral issues
- Household requires a studio, 1 or 2 BR
- Employed at living wage, able to stay within budget, may require time-limited \$ assistance

Services:

- Complete HRC application and collect supporting documentation.
- Prevention Programs: help with deposits, rent, and other move-in costs
- Referral to Transitions to Housing
- Referral to MANNA for application fee assistance
- Referral to OlyCAP for utility assistance
- One-time contact

Program Name and Description	Emergency	Transitional	Housing 1 st	Eligibility & Exclusions	Maximum Length of Stay	Cost	Application Process + Frequency of Services	Barrier Level
<u>Prevention Funds</u> 535 E 1st St. (360) 452-6801 Provides funds for rent or mortgage, and move-in deposits. One time assistance or up to three Months (Prevention Plus)			X	Must show that income will be available the following month (Prevention) or months (Prevention Plus) to pay for living expenses. Must be homeless or in threat of losing home.	NA	None	Complete a Prevention Application form at HRC, meet with staff, provide income verification and other supporting documentation. <u>Services:</u> Minimum one time, maximum three times.	1
<u>Street Outreach Shelter</u> 535 E 1st St. (360) 452-2883. SOS is open for entry from 9pm until 6:30am daily.	X			Must be homeless. Cannot be under the influence of drugs or alcohol, at the discretion of on-shift volunteers. No violent behavior. No registered sex offenders. Cannot leave belongings on premises.	NA	None	None <u>Services:</u> one time contact	2 3 4
<u>Single Adult Shelter</u> 2321 W. 18th St. (360) 452-7221. Houses up to 50 single adult men and women in dorm-like accommodations. Food and shelter provide.	X	X		Must be homeless. No registered sex offenders. Those who have stayed at the shelter and were placed on the Do Not Admit list are not eligible for re-entry.	<u>Emergency program:</u> 90 days. <u>Transitional program:</u> 6 or more months.	<u>Emergency program:</u> free. <u>Transitional program:</u> \$25/week.	<u>Emergency program:</u> None – stop by or call shelter for admittance (open 24 hours/day, 7 days/week). <u>Transitional program:</u> Referrals are from individuals who first participate in the emergency shelter program or are eligible candidates in the community. <u>Services:</u> daily contact.	2 3 4
<u>Family Shelter Services</u> 535 E 1st St. (360) 477-7018 For homeless families in Port Angeles and Sequim, in 9 individual units. Often has a wait list for openings.	X			Can use services maximum of once per year. Must be homeless and able to verify. Must be a family of at least 1 adult and 1 child (3 rd trimester of pregnancy okay, with medical verification). No registered sex offenders. No drugs or alcohol.	60 days; expected to obtain work and permanent housing.	Free rent/utilities. Residents' buy/prepare own food. Income set aside and returned at exit.	Fill out Housing Application at HRC. Verification of homelessness required. You will be called and an interview scheduled as units become available. Call HRC weekly to maintain status. <u>Services:</u> daily contact	2 3 4
<u>Evergreen Family Village</u> 2203 W. 18th St. (360) 452-7224. This program houses up to 16 families in 2 and 3 bedroom apartments.			X	Must be homeless and able to verify. Must be a family of at least 1 adult and 1 child (3 rd trimester of pregnancy okay). Preference is for clean and sober at least 6 months, and have multiple needs for skill support. Cannot make more than 30% of the AMI. Certain felonies exclude admittance (call for details). No registered sex offenders.	2 years	Monthly program fee (rent) at 30% of family's gross income. Must also save 10% of gross income.	Fill out Housing Application at HRC. Verification of homelessness is required. You will be called and an interview scheduled as units become available. Call HRC weekly to maintain status. <u>Services:</u> several times weekly	3 4



Used as an assessment tool to look at client's rental, criminal and credit barrier's

✓ Helps predetermine which program, property manager or landlord to refer to.

Landlord History Reports FREE
Nationwide Criminal Background Check \$10
Credit Check \$4.30

Families who are not eligible

Housing Counseling

- ✓ Current list of vacancies
- ✓ Connection to landlords and property managers
- ✓ Realistic housing goals

Financial Counseling

- ✓ Budget reviews and discussions
- ✓ Connection to community resources

Ready to Rent curriculum and certificates

- ✓ A six week free housing readiness education training where clients work closely with housing specialists

Oversight & Evaluation:

- HGAP desk and site monitor, plus fidelity assessment
- Small rural community.
- Internal administrative structure
- Third office in Forks ran by the Housing Authority. Training of staff member on site in Port Angeles office, monthly meetings and coordination by phone.
- Tools evaluated and updated by need, on-going process, due to expansion, funding, program and community needs.

Funding Sources

Current:

- \$\$ **HGAP:** *Homeless Grant Assistance Program*
- \$\$ **ESAP:** *Emergency Shelter Assistance Program*
- \$\$ **THOR:** *Transitional Housing, Operating and Rent*
- \$\$ ***Local 2163 and 2060***

New:

- \$\$ **HPRP:** *Homeless prevention and Rapid Re-Housing*
- \$\$ **RR:** *Rapid Re-Housing Pilot*
- \$\$ **ESHP:** *Emergency Shelter and Homeless Prevention (formerly ESAP and ESG)*

Biggest challenges

- Collaboration and housing choices are key to success, intake and assessment only work through tracking and assessing outcomes.
- One-on-One in person assessment & negotiation of housing solution- what does applicant want and what do they bring to the contract?
- Walk-in central locations for intake/assessment and coordination expedite outcomes.
- Follow up, service delivery, data tracking.
- Have to constantly educate community members and other organization about HRC roles.
- Relationship building with community agencies and landlords is key to successful client outcomes.