

Housing First Partnership and Accountability Matrix

Outcomes	Action Steps	Government Agencies	Traditional / CoC Nonprofit Providers	Non-traditional Community Partners
Outcome 1: Prevent Homelessness	Outreach to at-risk families and individuals.	Housing Authority	Food banks / pantries	Local Faith Community
		TANF Agency	Drop-in Centers	Housing Counseling Agencies
		Applicable Human Services Departments	Community Health Centers	Legal aide services providers
		Public Schools	Social Service Nonprofits	Landlords and Property Management Companies
		Employment Services	Shelters (Waiting Lists)	Hospitals/ERs
		Jails/Parole/Police		Substance Use Treatment Facilities
		Central Intake		Family Support Centers
		Child Welfare Agency	Business (Check cashing, etc)	HeadStart
	Assess immediate and long term needs	Applicable Human Services Departments	Emergency Shelters	Hospitals
		Central Intake	Drop-in Centers	Mental Health
		PHAs	Credit Reporting Agencies	
		Police (criminal records check)		
	Determine minimum prevention, diversion, or shelter intervention needed.	Applicable Human Services Department	Shelter	Existing Client Support Network (including friends and family)
		Central Intake	Drop-in Centers	Faith Community
				Legal Services
	Distribute emergency assistance funds, longer term assistance	Applicable Human Services Departments	Emergency Shelters	Utility companies
		TANF Agency	Drop-in Centers	
		Central Intake	Other Social Service Nonprofits	
	Provide follow-up case management, service planning, and coordination.	Applicable Human Services Agencies	Social Service Nonprofits	Hospitals/Health Clinics
		Department of Mental Health		
		TANF Agency		
		Employment Services		

Outcomes	Action Steps	Government Agencies	Traditional / CoC Nonprofit Providers	Non-traditional Community Partners
Outcome #2: Reduce Length of Homelessness	Conduct a front door assessment that is focused on identifying barriers to obtaining and maintaining housing.	Applicable Human Services Departments	Emergency Shelters	Credit Reporting Agencies
		Central Intake	Transitional Housing Providers	
		TANF	Social Service Nonprofits	
		Police (criminal records check)		
	Provide assistance to help clients obtain housing through housing search and landlord outreach.	Applicable Human Services Departments	Emergency Shelters	Landlords and Property Management Companies
		Housing Authority	Transitional Housing Providers	Local Faith Community
		TANF Agency	Permanent Supportive Housing Providers	Existing Client Support Networks (including friends and family, etc)
			Social Service Nonprofits	
	Provide assistance to help clients obtain housing by addressing tenant screening barriers.	Applicable Human Services Departments	Emergency Shelters	Landlords and Property Management Companies
		Housing Authority	Transitional Housing Providers	Local Faith Community
		TANF Agency	Permanent Supportive Housing Providers	Housing Counseling Agencies
		SNAPS Office (formerly FoodStamps)	Social Service Nonprofits	
	Re-house clients with the most appropriate housing option based on their needs (PSH, rental subsidy, other).	Applicable Human Services Departments	Emergency Shelters	Landlord and Property Management Companies
		Housing Authority	Transitional Housing Providers	Local Faith Community
			Permanent Support Housing Providers	

Outcome #3: Reduce Recidivism	Provide clients with linkages to services that promote housing stability.	Applicable HHS Departments	Emergency Shelters	Local Faith Community
		TANF Agency	Transitional Housing Providers	Housing Counseling Agency
		Public Schools	Permanent Supportive Housing Providers	Financial Counseling Agency
		Employment Services	Social Service Nonprofits	Family Support Centers
	Provide clients with linkages to substance abuse/mental health treatment as needed.	Applicable Human Services Departments	Emergency Shelters	Community-based support groups
			Transitional Housing Providers	Local Faith Community
			Permanent Supportive Housing Providers	Hospitals/Health Clinics
			Social Service Nonprofits	
	Provide clients with linkages to income/employment services.	Applicable Human Services Departments	Emergency Shelters	Local Faith Community
		TANF Agency	Transitional Housing Providers	Employers
		Employment Services	Permanent Supportive Housing Providers	
			Social Service Nonprofits	
	Help clients to integrate into the local community.	Applicable HHS Departments	Emergency Shelters	Local Faith Community
TANF Agency		Transitional Housing		
		Permanent Supportive Housing		
		Social Service Nonprofits		