

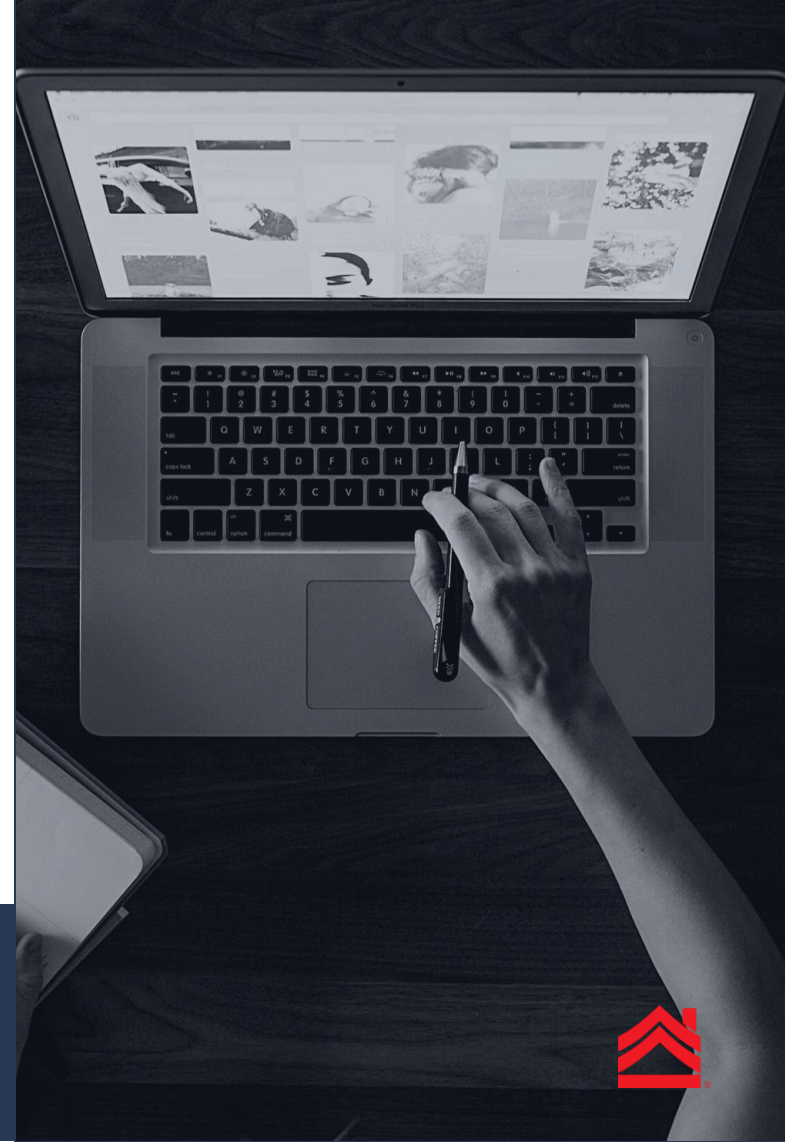
NATIONAL COALITION FOR HOMELESS VETERANS

2020 NCHV ANNUAL CONFERENCE

Virtual Edition



LI 2: UTILIZING PREVENTION AND DIVERSION



Utilizing Prevention and Diversion

Jim Yates (Moderator)

Senior Consultant, Housing Group
Technical Assistance Collaborative



Panelists:

LaTonya Murray

Director of Emergency Housing Services
Frontline Services

Joanna Carr

Research and Policy Coordinator
The Arizona Housing Coalition

Shane Groen

Chief Programs Officer
The Arizona Housing Coalition



SSVF Rapid Resolution – Defined

- Rapid Resolution is an intervention designed to **prevent immediate entry** into homelessness or **immediately resolve** a household's homelessness once they enter shelter, transitional housing or an unsheltered situation.
- RR includes both Diversion and Rapid Exit strategies with the aim of ensuring **homelessness is avoided or as brief as possible when it does occur.**
- RR is a **system-wide intervention and can be used for all populations**, not just Veterans.



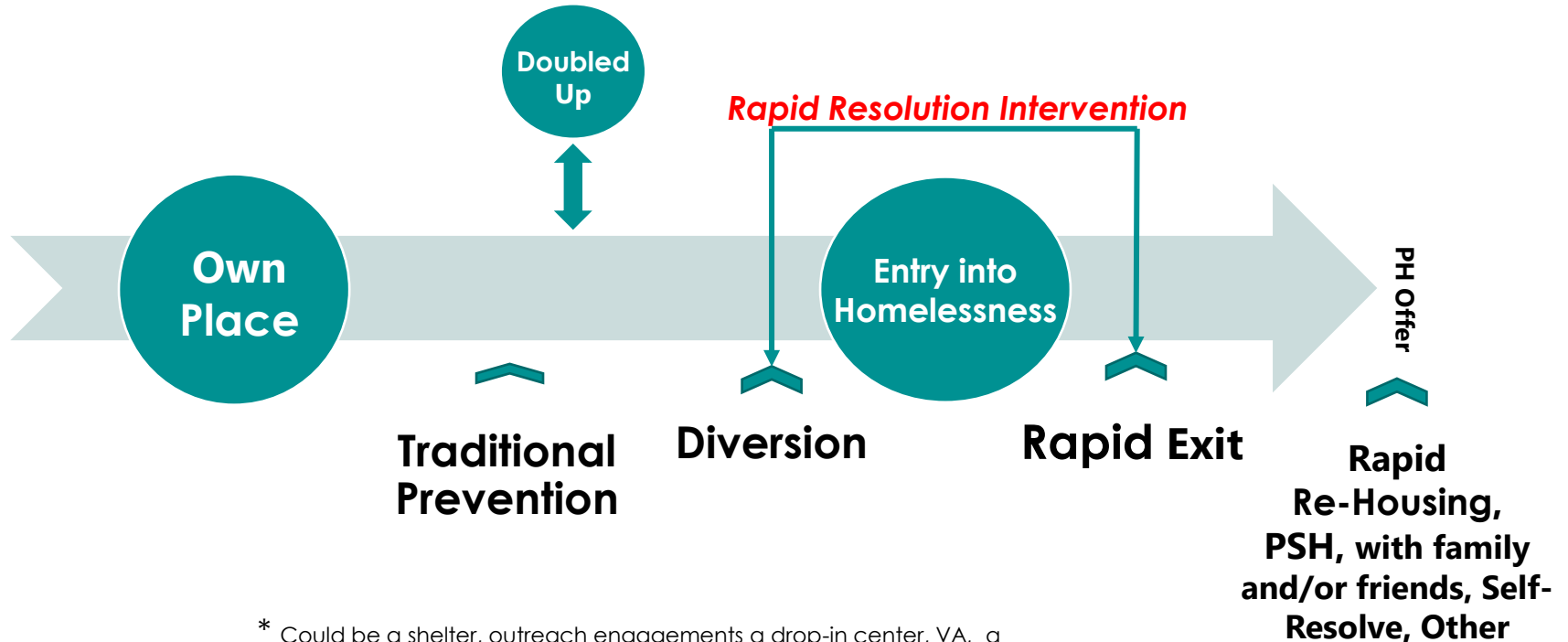


Rapid Resolution Intervention

- Focus is on empowering persons experiencing a housing crisis to begin **regaining control** over their situation and lives
- **Recognize that homelessness is a crisis** – persons in crisis are less able to clearly think through problems and advocate for themselves than they are when **not in crisis**
- First: **listening** and **validating** their experience - being non-judgmental
- **Client-centered** - don't assume what people need, help them articulate their needs
- Represent the first step in a **progressive assistance, housing-focused** approach



Position of Rapid Resolution in the System



* Could be a shelter, outreach engagements a drop-in center, VA, a CES Access Point, wherever people are most likely to present asking for help.



SSVF Rapid Resolution – Implementation

- **May – June of 2018**

- Due to the prolonged housing affordability crisis SSVF and other federal partners met to begin to think creatively about how to better assist Veterans to avoid homelessness.
- In June of 2018 – 9 Rapid Resolution Pilot Sites were selected to coordinate and test Rapid Resolution. The Pilots ran for 3 months.

- **September of 2018**

- Grantees began to implement Rapid Resolution locally and were asked to develop a coordination and training plans with their local VAMC and Homeless Service Systems

- **January 2019-2020**

- SSVF Partnered with the Cleveland Mediation Center to develop and deploy Rapid Resolution Regional Trainings. Over the year, SSVF hosted several regional trainings across the country for SSVF grantees and community partners.





Utilizing Prevention & Diversion

LaTonya Murray

Director of Emergency Housing Services

FrontLine Service, Cleveland, Ohio

Applying Rapid Resolution practices during the COVID-19 pandemic, and its impact on Emergency Housing Assistance and Homeless Prevention utilization in Cuyahoga County.



Prevention & Diversion in Cleveland

History

Diversion began as a pilot using HPRP funds in 2009

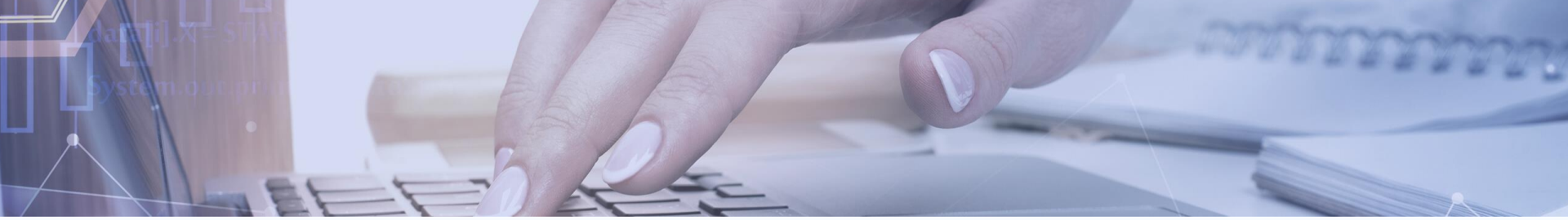
System-Wide

Positive outcomes: 30% diverted; <10% recidivism after 18 months

Utilized by SSVF, shelters and various partners

Targeted

Embedded within coordinated entry (CE) process and SSVF



Diversion in SSVF

Begin With Problem Solving

Capture data, but begin with listening and conversation.

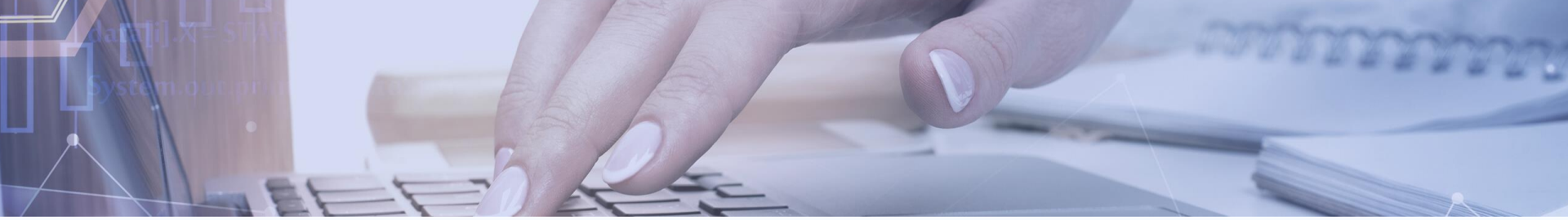
Same Day Enrollment

Streamlined CE / SSVF operations, removed barriers to program entry.

Empowerment Approach

Expand veteran choice during the conversation by using the empowerment approach.





Pandemic EHA & Diversion

Emergency Housing Assistance

Implemented in March, expanded system-wide by early April. Same day placement available via CE.

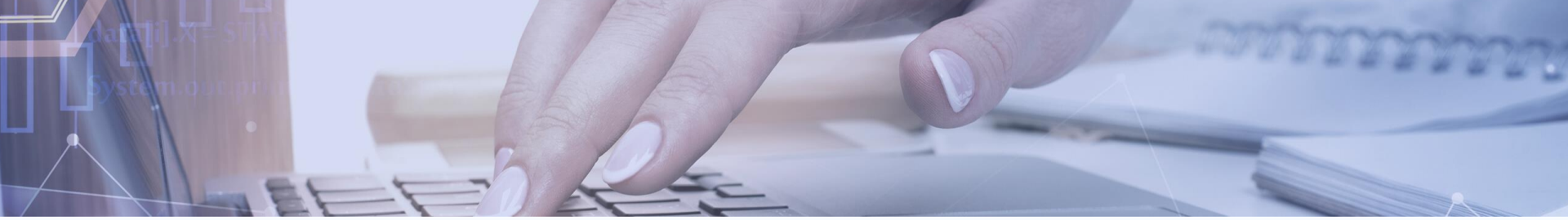
Word Gets Out

Doubled down on problem solving with EHA referrals from hospitals, the VA, and from the community. What was the veteran's plan before?

Do Not Hide Disadvantages

Sense of isolation, dislocation, lack of 24/7 staff support are all discussed during problem solving conversations when entertaining the EHA option





Implement EHA Equitably

My Kind Of Shelter

Offered as option to ALL eligible on the BNL.
The intervention of choice.

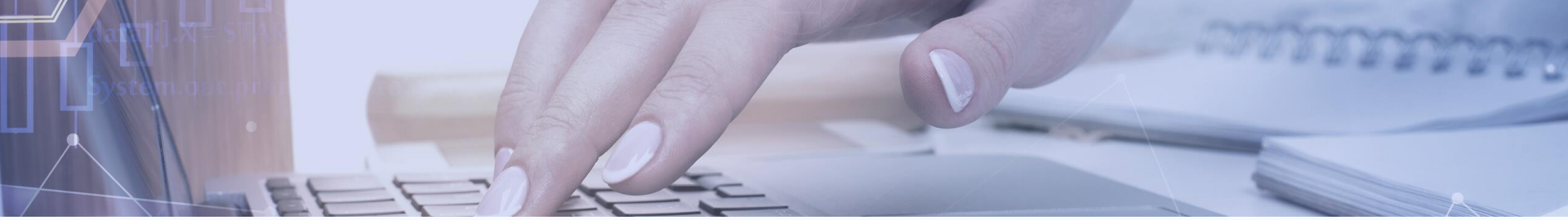
Harm Reduction

Engaged full-time peer support to counteract the risks emerging from EHA placement. This subcontract has been wildly successful.

Demographic Shift

EHA utilization mirrors the pandemic's disproportionate economic impact. Surge in SSVF EHA placements of African-American women.





Prevention Pandemic

The Rollercoaster

Eviction moratorium paused HP referrals for back rent, and the stay-at-home order reduced HP referrals for doubled-up veterans until mid-June.

EHA and Prevention

Waiving the 60 / 40 split allows SSVF to support veterans has been critical as other local Veteran services were shut down.

Returning Veterans to Their Strengths

COVID reinforced safe social supports as healthy shelter alternatives during our Veterans' search for permanent housing. Empowerment is key.



LaTonya Murray

FrontLine Service



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Utilizing Prevention and Diversion

Shane Groen

Joanna Carr

Arizona Housing Coalition

- Building Diversion capacity in rural communities
- Flexible funding to meet the needs of homeless and at risk Veterans



Veteran homelessness in the Arizona Balance of State

- 13 Counties
- 247 Active Veterans on the BNL (July 2020)
- Five SSVF providers across the CoC
- Yavapai and Coconino - Largest concentration
- Implementation of new HMIS Rapid Resolution data standards on 10/01/2019





Building Capacity for Diversion in Rural communities - AZ BoS Diversion Initiative

▶ **Phase 1: Community meetings** - Gauging interest, diversion concepts discussions and the identification of local champions in:

- Flagstaff
- Prescott
- Bullhead City/Kingman (May-June 2019)

▶ **Phase 2: Train the trainer and pilot trainings** (July-August 2019)

▶ **Phase 3: Support, technical assistance and community trainings** (Ongoing)





Provider Concerns

- Why would I divert a veteran when I can intake them into a program?
- Grant Per Diem (GPD) sites are funded only when beds are full. Diversion puts our funds at risk, we need our beds filled
- How can we do Diversion when we are already so busy?
- How can we fund Diversion if resources are already so limited?
- What if clients get angry because they want shelter or housing programs?

“We dishonor our veterans when we don’t give them the opportunity to resolve their own housing crisis”





Initiative Outcomes

- A comprehensive Diversion Training Curriculum
- 13 Approved Diversion Trainers across 3 Counties
- 7 in-person Diversion training sessions provided since 09/20
- Plans to grow the training team to include Behavioural Health Agencies
- The adaptation of an online training to adapt to COVID-19 working practices
- The ability to reach more participants and reduce the barriers imposed by a large geographical area through online platforms
- Increased use of Diversion and SSVF Rapid Resolution
- Conversations at the local level to bring more flexible resources to the Balance of State





Balance of State Coordinated Entry Flex Funds

- A public-private partnership between Crisis Response Network, Arizona Community Foundation, Synchrony Financial and The Arizona Housing Coalition (AZHC)
- \$50K flexible funds
- Individuals and families who are homeless or about to become homeless who have a low barrier issue to sustaining housing

Target Communities - Rural communities with no limited services and resources: Gila County, Graham and Greenlee, Santa-Cruz



AZHC - Nimble non-profit with flexible payment capabilities

Crisis Response Network: Expertise to complete eligibility assessment





The impact of Flexible Funding - Examples from Maricopa County

A Public-Private partnership between Maricopa County, Community Solutions and Quicken Loans

PROBLEM:

Large markets often have sufficient housing subsidy resources, but lack unit availability and flexible resources for **move-in costs**, **documentation fees**, **rental arrears assistance**, and other **veteran-centric** expenditures that could help reduce homelessness

OUR SOLUTION:

- Set aside a pool of flexible philanthropic dollars to assist a strategic community in closing this gap
- Community Solutions models local need in real-time, vets local agencies and administers dollars
- Semi-annual strategy discussions to dimension ongoing gaps and ungate funding





Flexible Funding Investments

- Total First Round Test Investment:
 - \$100,000
- Total Proposed Second Round Test Investment:
 - \$150,000
- Initial investment administering agency:
 - AZ Housing Coalition
 - As an organization with experience managing flexible funding, the AZ Housing Coalition has the capacity and experience to regrant to local service providers while monitoring and reporting to our team on outcomes



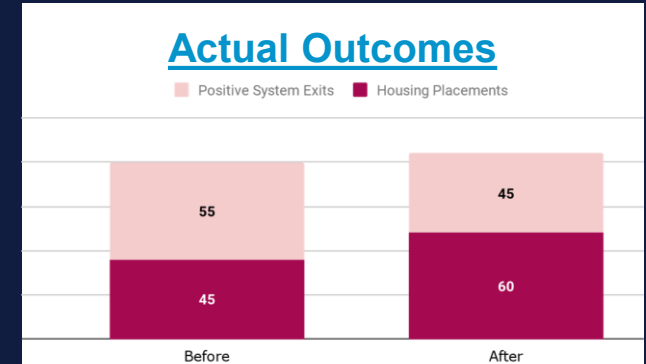
Flex Pilot #1: Lessons Learned

Lessons Learned:

- Communication
 - There was a slow start to requesting/accessing funds by community and confusion around the process
- Deposits and eviction judgements were highest barriers to housing
- Actively Homeless increased:
 - Inflow increased:
 - Newly identified inflow increased
 - Returns to homelessness increased from 13 per month to 29 per month

Success Stories

- Veterans who needed higher level of care had access to funds to place them immediately into local home health provider (Caring Spirits) - this was a huge barrier for most of LTS in GPD
- Closed gap on program-specific ineligible expenses like holding fees, eviction judgements, application fees, home health care, and prevention

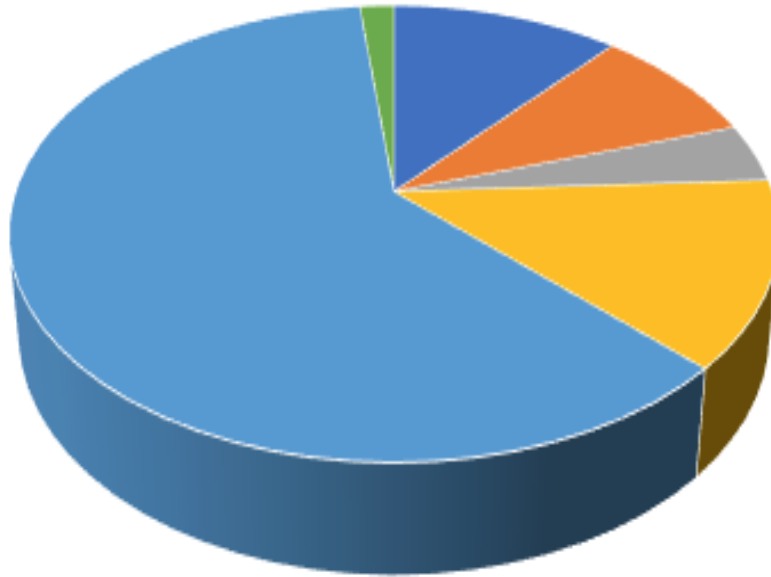


Balancing measure:

Inflow into GPD beds remained steady and is 91% utilized

QL Flex Pilot #1 Outcomes Jun-Aug

Amount Spent



- Diversion (3 HH)
- Prevention (5 HH)
- Progressive Engagement (1 HH)
- Positive Exit (11 HH)
- Housing Placement (32 HH)
- Disappeared/Returned (1 HH)

Housing Placements (32 HH)	\$17,811
Positive Exits (11 HH)	\$3,838
Diversion (3 HH)	\$3,337
Prevention (5 HH)	\$2,511
Progressive Engagement (1 HH)	\$1,217
Disappeared / Returned (1 HH)	\$500



Flexible Funding and the COVID-19 Pandemic

- **Second Round investment of Quicken Loans funds:**
 - **\$100,000**

Housing - Security/Rental Deposit - 26

Housing - Emergency placement for Q&I Hotel/Motel - 8

Basic Needs – Medical supplies (PPE, etc) - 9

Basic Needs - Hygiene/Basic Needs - 2

Basic Needs – COVID diagnostic test or anti-body test - 51

Food - Food Delivery/Groceries - 2

Other - 3





Thank You!

Q&A

