

# *District of Columbia*

The Community Partnership for the Prevention of Homelessness

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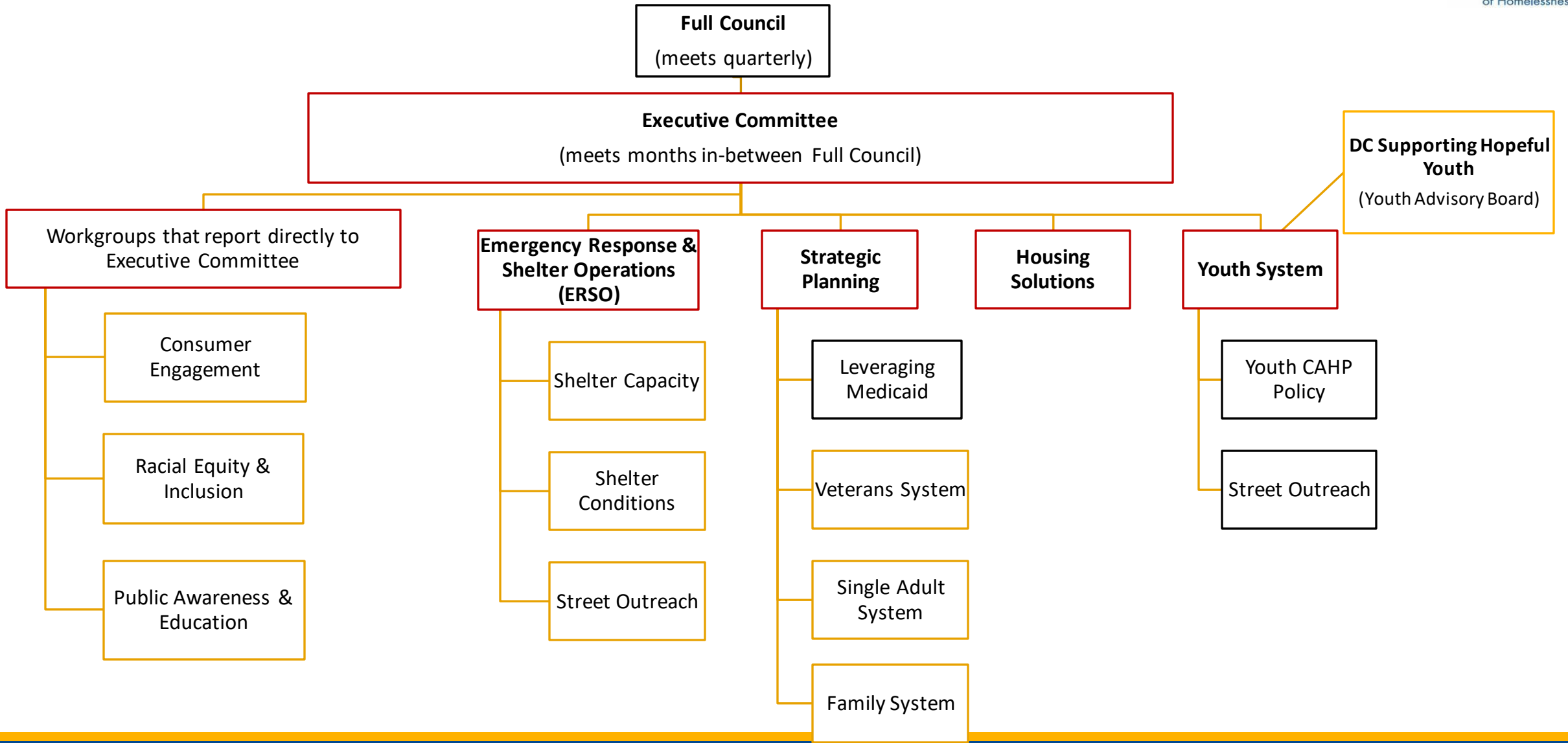
PRESENTATION TO THE NCHV

3 JUNE 2022

# Content of Presentation

- The District's CoC At-A-Glance
- Data-Driven Infrastructure & Processes
- Tracking Progress: Monthly Veteran Dashboard
- Visualizing Trends & Accomplishments
- Challenges & Potential Solutions
  - Path to Functional Zero

# The District's CoC at a Glance



# Data-Driven Infrastructure & Processes

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- ❖ Critical CoC Infrastructure & Process for Housing leveraged by the Veterans Subsystem & Workgroup:
  - Homeless Management Information System (HMIS)
  - Coordinated and Assessment Housing Placement (CAHP) Process
- ❖ Administered by:



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# Tracking Progress: Monthly Veteran Dashboard

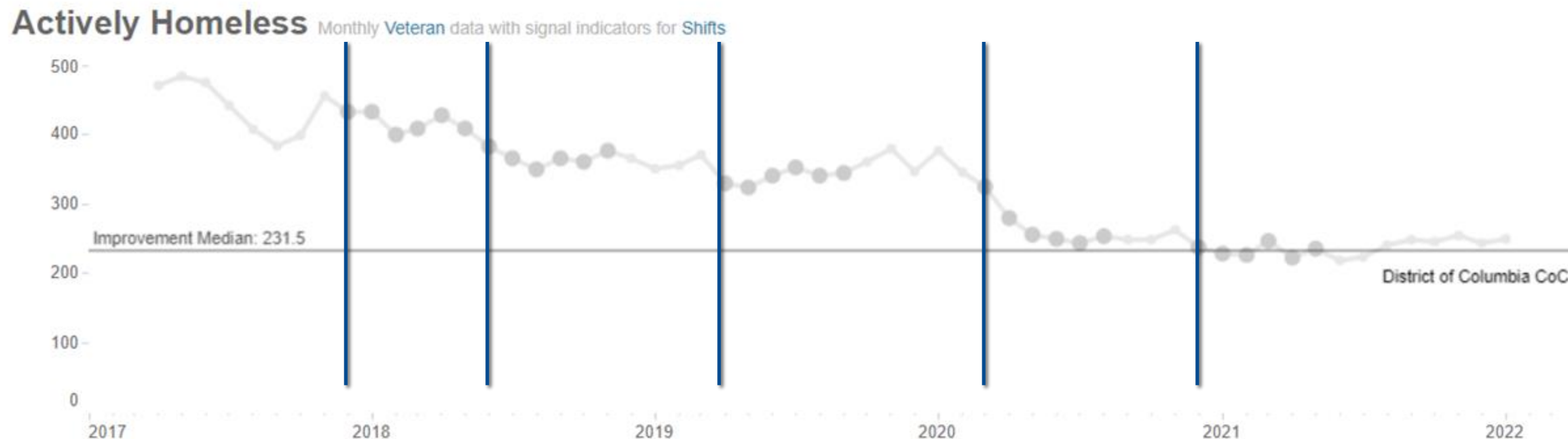


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of Homelessness

MONTH	TOTAL ACTIVE	INFLOW				OUTFLOW		GOAL TOTAL ACTIVE	ACTUAL TOTAL ACTIVE	Total Matched	Total Declining	TOTAL ACTIVE MINUS DECLINING
		Total Inflow	Brand New	Returned to Active from Housing	Returned to Active from Inactive	Moved to Inactive	Housing Placements					
JAN 2021	237	48	29	4	15	36	21	270	228	N/A	36	192
FEB 2021	228	55	34	2	19	32	25	241	226	122	32	194
MAR 2021	226	64	30	3	31	25	19	228	246	118	33	213
APR 2021	246	40	19	4	17	41	23	186	222	119	30	192
MAY 2021	222	45	25	2	18	22	10	168	235	129	31	204
JUN 2021	235	34	20	5	9	36	15	158	218	128	27	191
JUL 2021	218	52	32	4	16	30	17	153	223	135	31	192
AUG 2021	223	65	34	6	25	30	18	160	240	137	29	211
SEPT 2021	240	51	24	5	22	26	17	160	248	152	41	207
OCT 2021	248	46	20	5	21	32	17	155	245	149	28	217
NOV 2021	245	61	27	13	21	34	18	170	254	142	31	223
DEC 2021	254	63	37	1	25	38	36	142	243	125	26	217

# Visualizing Trends & Accomplishments

- ❖ 5 measurable reductions since establishing data quality
- ❖ 249 DC Veterans experiencing homelessness as of January 2022



# Functional Zero for Veterans



# Actively  
Homeless Veterans

6-Mth Avg.  
Housing Placement  
Rate

*\*Built for Zero communities use the Built for Zero standard for ending veteran homelessness, a single measure that provides a higher, more measurable bar than the federal criteria and benchmarks. We eagerly support communities in meeting the criteria and benchmarks on their way to the BfZ standard.*

# Challenges & Potential Solutions - INFLOW

- Challenge

- Between 2019 & 2020 PIT, we housed more veterans than were counted in the 2019 PIT
- Irrespective, due to an average inflow of 51 new veterans each month in that period, we were unable to reduce the number of Veterans experiencing homelessness.

- Drivers

- Lack of robust/standardized diversion and homelessness prevention programming
- Lack of strategic/coordinated Transitional Housing referral protocol and system
- Transitional Housing model that serves a regional purpose
- Transitional Housing model that reimburses for beds filled (Grant per Diem)

- Solutions

- Streamlining the Front Door and referral processes/pathways
- Improving Diversion and Homelessness Prevention at the Front Door
- Right sizing the Transitional Housing Inventory
- Regional Coordination



# Challenges & Potential Solutions - OUTFLOW



- Challenge

- In ability to match to housing resources (PSH & SSVF) until staffing capacity challenges are addressed.
- In 2021, 31 Veterans on average were declining housing at any given time.
- Unit search/selection, inspection, and lease-up is the longest step for PSH: of the 180 days on average from match to lease-up, it takes 108 days to select, inspect, and lease-up a unit.

- Drivers

- Staff Capacity
- Location and Engagement Challenges at the Front Door
- Unit search/selection, inspection, and lease-up is the longest step in the housing process

- Potential Solutions:

- Improvements in Hiring Processes, Salaries, and Other Incentives/Flexibilities
- Specialized outreach and engagement that can focus on Veterans refusing engagement/housing
- Expediting unit search and selection

# D.C. Last Mile Work Plan: April 2022 - December 2022



The Community Partnership For The Prevention of Homelessness

April 2022	Dec 2022
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Increase Outflow

**Reduce time from Client ID to Match by**

1. Tackling staffing constraints: flex funds for incentivizing staff retention/hiring across all programming
2. Focused attention to the 30 longest stayers: fundings for a 2-3 person outreach team focused on engaging/supporting 30 long stayers
3. Flex Funds to support outreach teams (comfort items/rapport building/engagement supports/may be non-housing needs/wants)

**Reduce time from Match to Move in for VASH**

Expedite 1) resource tracking and matching, 2) client eligibility documentation and review, 2) unit inspection and 3) supporting clients with move in.

**Reduce time from Match to Move in for SSVF**

Expand Housing Options for SSVF by supporting

1. Landlord incentives/protections: damage and loss rent mitigation
2. Client transition into housing: furniture and move-in incentives

Decrease Inflow

**Reduce GPD/TH Stock:**

- 1) Evaluate CHEP conversion, and
- 2) Support US Vets and Access Housing to establish concrete reduction goals

**Evaluate & Scale Diversion Programming:**

- 1) Evaluate Flex Funded programming, 2) Leverage Project Reconnect improvements underway, & 3) Expand to be compliment Project Reconnect improvement regionally to serve full DMV

**Evaluate & Scale Prevention:**

- 1) Evaluate KP programming, & 2) Secure funding for expanded programming that serves full DMV and incorporates lessons learned from initial trial.

General System Improvements

**Recruiting Clients to Participate in Planning**

PLE Liaison to build out comprehensive framework for engaging veterans with lived experience in planning via surveys, focus groups, and participation in Workgroup.

**Direct Cash Payment**

Build out program, test and evaluate, then scale/roll out. Could target hardest to serve, shelter longstayers, over income, etc.

Others

**Dedicated Project Management** | To organize and support evaluations, track outcomes and report on initiatives. Likely needed for full time support. Full time support estimated at \$200k annually, \$400K total (2 yrs) if contracted. Likely cheaper if employed.

**Comms/Public Affairs Staff** | To build out a comprehensive framework and design the public facing collateral material for initiatives and activities underway. Full time support estimated at \$200k annually, \$400K total (2 yrs) if contracted. Likely cheaper if employed.

# Current Efforts - GPD Conversion

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- ❖ Allocated \$250,000 of investments through Community Solutions partnership under Built for Zero for the conversion of 14 GPD units to 7 affordable housing units
  - Funds cover small upgrades and operational shortfalls during the first years of the conversion, primarily to support existing staff
  - Provider worked with separate technical assistance to develop leasing documents, inspection process, etc.
  - Working with the Veterans Coordinated Entry (CAHP) to identify clients for move in – some were lease in place

# Current Efforts - Prevention & Diversion

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- ❖ Additional \$500,000 through Community Solutions partnership under Built for Zero for prevention and diversion resources for Veterans at risk of homelessness
  - Funds cover all same costs as SSVF prevention for anyone not SSVF eligible, plus any additional costs that would not normally be covered under SSVF
  - Once approved, funds are issued to third parties

# Current Efforts - Flex Funds & Direct Payments

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## ❖ Flex Fund

- \$100,000 through Community Solutions partnership under Built for Zero for flex funds for Veterans
  - ✓ Funds cover any costs for literally homeless Veterans facing barriers to lease up such as:
    - Unit application fees/holding fees/amenity fees, renter's' insurance, documentation (e.g. out of state birth certificates), utility deposits, first month's rent, storage fees, etc.
  - ✓ Once approved, funds are issued to third parties

## ❖ Direct Payments to Veterans

- \$100,000 through Community Solutions partnership under Built for Zero for Direct Payments to Veterans as move in incentive
  - ✓ Initially difficult to implement, so was more retroactive check payments to Veterans who moved into permanent housing between October – February 2022

# What's Next?

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- ❖ Submitted a funding request for a project manager to help manage the process
- ❖ Core team and other key stakeholders will begin drafting cases for investments based on community priorities
- ❖ Maintain data and reporting to track progress and evaluate funded projects

# Thank you!

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