

A stylized illustration of a city street scene. In the foreground, there's a light blue building with a red roof and a white archway. To the right, a large green tree stands next to a path. In the background, an orange building with a white archway and a street lamp is visible. A person in a white shirt and blue pants is walking on a ledge of the orange building. The sky is a light blue gradient with a bright white sun or moon.

# Housing Stabilization Learning Cohort

## PEER LEARNING

July 25, 2023

# Welcome!

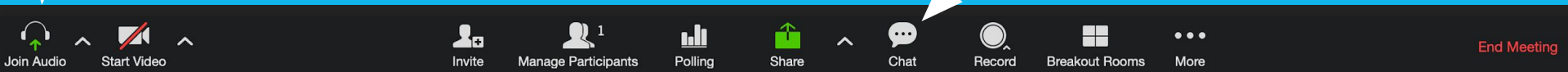
Mute your audio!

Turn on your video!

**Intros/Ice Breaker:**

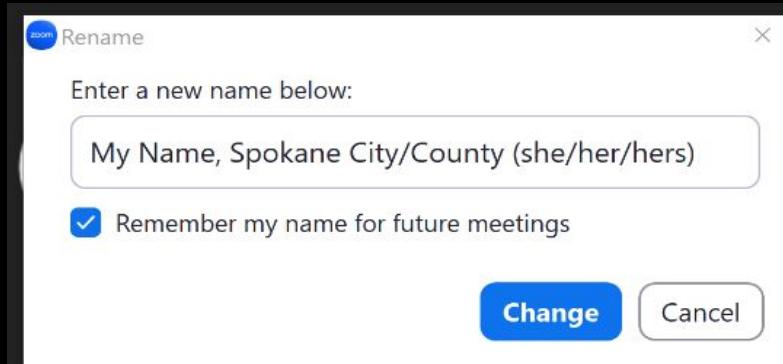
Chat in your name,  
City/County CoC

*Barbie or Oppenheimer?*

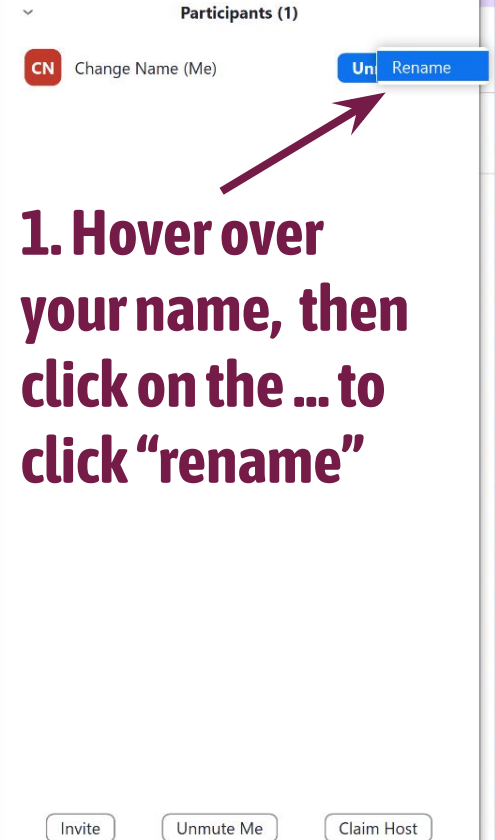


# WELCOME! Housing Stabilization Learning Cohort

2. Enter your name, City/County CoC, pronouns, and indicate if you are PLE leader



A screenshot of the Zoom 'Rename' dialog box. The dialog has a title bar with the Zoom logo and the word 'Rename'. Below the title bar, it says 'Enter a new name below:'. There is a text input field containing 'My Name, Spokane City/County (she/her/hers)'. Below the input field, there is a checked checkbox with the text 'Remember my name for future meetings'. At the bottom of the dialog, there are two buttons: 'Change' (in blue) and 'Cancel' (in white with a grey border).



A screenshot of the Zoom 'Participants' list. The list shows one participant with the name 'Change Name (Me)'. A red arrow points to a blue menu that appears when hovering over the name. The menu contains two options: 'Unmute' and 'Rename'. Below the participants list, there are three buttons: 'Invite', 'Unmute Me', and 'Claim Host'.

1. Hover over your name, then click on the ... to click "rename"

# Housing Stabilization Learning Cohort (HSLC)

An innovation cohort of BFZ communities - designed with BFZ communities and coordinated by our Upstream Strategies team on Built for Zero -

**to co-create local models that coordinate and target prevention to reduce inflow into literal homelessness and advance racial equity over 2 years**

# Participating Communities



**Spokane City and County, WA**



**Cincinnati/Hamilton County, OH**



**Greater Hartford, CT**



**Eugene/Lane County, OR**



**Richmond/Contra Costa County, CA**



**Charlotte/  
Mecklenburg County, NC**



**Washington,  
District of Columbia**



# Your Housing Stabilization Learning Cohort (HSLC) BfZ Team



**Amber  
Chandler**

Strategy Lead,  
Upstream  
Strategies  
*she/her/hers*



**Tyler Harmon**

System  
Improvement  
Advisor,  
HSLC  
*he/him/his*



**Nadia Lugo**

System  
Improvement  
Manager,  
Hartford/HSLC  
*she/her/hers*



**Taj Brown**

Director,  
Upstream  
Strategies,  
*he/him/his*



**Mandy Tufail**

Administrative  
Assistant,  
BFZ  
*she/her/hers*

# Your HSLC Consulting Subject Matter Experts



**Tom  
Albanese**

Consultant,  
Tom Albanese  
Consulting  
*He/Him/His*



**Michelle  
Valdez**

Consultant, Michelle  
Valdez Consulting  
*She/Her/Hers*

# Housing Stabilization Learning Cohort Updates

**COMING  
SOON**

- **New HSLC Strategy Lead Onboarding Soon**
- **Work will continue as we transition into Phase 2**
- **Community Feedback Survey**
- **HSLC Phase 1 Learning Celebration**
  - **Wednesday, September 6, 1 PM - 2:30 PM EST**



# TODAY'S GOALS & OBJECTIVES

- Continue to build relationships and share knowledge across HSLC communities and beyond
- Learn the strategies deployed and direction that Hartford, CT is going to establish a Coordinated Prevention system.

**Establishing a Coordinated Prevention System:**

**Spotlight on Hartford, Connecticut**

# Special Guest Speaker



## **Sarah Pavone**

(she/her)

Director of Strategy

Journey Home

Greater Hartford CAN

# Journey Home



## WHAT WE DO

Journey Home has spent more than a decade committed to leading the efforts to end homelessness in Connecticut's Capital Region. We are proud to be the lead agency within the local coordinated assessment systems (called the Greater Hartford and Central Coordinated Access Networks, developer of the [Career Pathways Employment Program](#), and creator of [A Hand Up](#).

Journey Home works each day:

- To prevent as many people as possible from losing their housing
- To increase the speed at which we find housing for anyone who is already experiencing homelessness
- To help folks move into their homes and provide furnishings and household items
- To help them gain the income and services they need to never become homeless again

# Journey Home

## OUR IMPACT in the Capitol Region

- Decreased chronic homelessness by 90% since 2015
- Developed data sharing agreements between homeless service providers, which led to an open data system for CT (HMIS), leading to great efficiency in data collection
- Helped 'right-size' our system, (or get to functional zero) for people experiencing homelessness who are veterans and people experiencing homelessness who are living with HIV/AIDS, and families with disabilities
- Developed partnerships with multiple housing authorities to prioritize people experiencing homelessness and who are at risk of homelessness to increase flow through the shelters and into housing
- Led the pandemic response and recovery efforts, keeping positivity rate below 1% among those experiencing homelessness throughout the pandemic
- Completed a racial equity data analysis of the homeless services system to document system disparities
- Improved ability to estimate needs of the region and the resources needed to end all homelessness



## **Aim**

**Establish an effective homelessness prevention response system that ends in flow into homelessness among all people in the North End (06112 +06120) with the ability to rapidly rehouse households that experience an imminent housing crisis (i.e., domestic violence, natural disasters, etc.) by 2026**

# Data Analysis

## Quantitative:

- Analyzed HMIS records from 2018 for the two codes
- Assessed data quality of HMIS and the BNL

## Qualitative:

- 18 individuals were interviewed in 2018 and 20 individuals in 2022 who were experiencing homelessness
- Interviews consisted of questions exploring the life experiences of respondents and contributing factors to their homelessness



# Findings

2018	2022
<ul style="list-style-type: none"><li>● Black/African American Males</li><li>● Single Adult Households</li><li>● Average Age: 40</li></ul>	<ul style="list-style-type: none"><li>● Black/African American Males</li><li>● Single Adult Households</li><li>● 53% over age 50</li></ul>
<ul style="list-style-type: none"><li>● Court/Corrections System Involvement &amp; Incarceration</li><li>● Behavioral Health (lack of connection to BH services)</li><li>● Evictions</li></ul>	<ul style="list-style-type: none"><li>● Incarceration</li><li>● Behavioral health/ trauma</li><li>● Lack of employment</li><li>● Informal Eviction</li></ul>

# Community Projects and Measures



# HSS Drivers

Behavioral Health

DOC/Re-entry

Eviction Prevention

Medical Liaison Position

CSSD Engagement/ Funding

NNPI Tenant Support

Technical Assistance/Consultation  
with Ben Bradley and Lauran Hardin

Re-Entry Center Engagement and  
Referral System

Landlord Engagement

Formal Partnerships with Hospital

DOC Data Sharing Proposal

Resource Mapping

# Challenges

Challenge	Solutions being Tested
DOC Data Sharing, initial focus was forming partnership and implementing a data sharing agreement with DOC.	CS developed a data sharing presentation to focus continuous engagement towards an agreement with DOC. Project is engaging other entry points of criminal justice involved households such as community court and the States Attorney office
Zip Code	We are in communication with CT Coalition to End Homelessness to review collection of zip code data in HMIS
Lack of coordination among prevention providers	We are engaging prevention providers and “entry points” for prevention services to gauge interest in collaboration
Minimal data exists for households seeking upstream interventions and their outcomes	We are making sure data collection is a core component in our design of a coordinated prevention system
AIM does not account for emergencies such as natural disasters, domestic violence, etc.	Revise AIM

# Bright Spots

Bright Spot	More Information
Funding Opportunities	Journey Home has acquired funding for 1 FTE Medical Liaison staff. PLEH has been hired as a Prevention Manager with funding from CS. Pending City of Hartford ARPA award of \$2.2million which includes Homeless Prevention.
Engaging People with Lived Experience	PLEH have been engaged since the start of the pilot through qualitative interviews pre and post COVID-19. PLEH were also involved in workshops where the theory of change was developed.
Improvement Projects	NHHT Properties, Shared Housing, Medical Liaison, and Re-Entry
Data Improvement	Journey Home achieved quality By Name List, Customization of referrals from Re-entry Center
Community Buy-in	We have engaged prevention providers and potential “entry points” for a coordinated prevention system and have received positive feedback. Department of Housing and multiple statewide partners have expressed interest and support of a coordinated entry system. Journey Home will be a panelist at the May 17th Annual Training Institute hosted by CCEH to present on the future of homeless prevention.

# Theory of Change



Primary Driver

Secondary Drivers

**Establish an effective homelessness prevention response system that ends in flow into homelessness with the ability to rapidly rehouse households that experience an imminent housing crisis (i.e., domestic violence, natural disasters, etc.) by 2026**

**Racially  
Equitable  
Coordinated  
Homeless  
Prevention  
System**

Reduce formal evictions

Reduce informal evictions/people leaving homes involuntarily leading to homelessness

User centered, trauma informed behavioral health services designed for and used by black men

Zero Black Men entering into homelessness from DOC

Adoption of standardization of homeless prevention definitions, prioritization, and data collection by prevention providers

Cross sector feedback loop to inform strategy



# What Comes Next



## Infrastructure

### Measurement Framework

- Qualitative and Quantitative analysis to assess inflow and outflow of the homeless service system.
- Creation of shared data platform for homelessness prevention.

### Backbone Support

Coordinating entity that:

- Facilitates partnerships
- Training
- Technical assistance
- Staffing support for implementation and operation of prevention system
- Funder Engagement

### Core Team

- Leadership Team representative of PWLEH and various sectors committed to housing stabilization (behavioral health, employment, housing, re-entry, etc.)
- Identification of systemic barriers and advocacy

### Access Points & Partners

- Trained points of entry for housing support
- Formal partnerships with housing and prevention providers

## Community Support

### Housing Stabilization

- Eviction Prevention
- Case Management
- Landlord Engagement
- Financial Assistance
- North Hartford Partnership

### Re-Entry

- Resource Mapping
- Provider Engagement
- CSSD Data Sharing
- Transitional Housing Support

### Behavioral Health

- Homeless Medical Liaison
- Care Coordination with FQHC & PCMH+ provider
- Established access points and housing stabilization support

### Workforce Development

- Journey Home Employment Manager
- Journey Home flex funds for Hartford residents
- Coordination with Workforce Investment Board (WIB)



**Coordinated  
Homelessness  
Prevention  
System**

# Infrastructure

## Current Strategies:

- 1) Hired PLEH as Coordinated Prevention Manager
- 2) [Toolkit](#) for Funders, Partners, and Access Point
- 3) Electronic referral database- Smartsheets
- 4) Access Point [Screening Tool](#)

## Strategies In Progress:

- 1) Committed funding
- 2) MOU agreements
- 3) Referral form with prioritization and risk assessment
- 4) Training for Partners and Access Points

## Infrastructure

### Measurement Framework

- Qualitative and Quantitative analysis to assess inflow and outflow of the homeless service system.
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### Backbone Support

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### Access Points & Partners

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- Formal partnerships with housing and prevention providers



# Housing Stabilization

## Current Strategies:

- 1) Testing interventions and assessment of community resources through NHHT (NHP) Properties
- 2) Funder Engagement
- 3) Provider Engagement
- 4) Landlord Engagement

## Strategies In Progress:

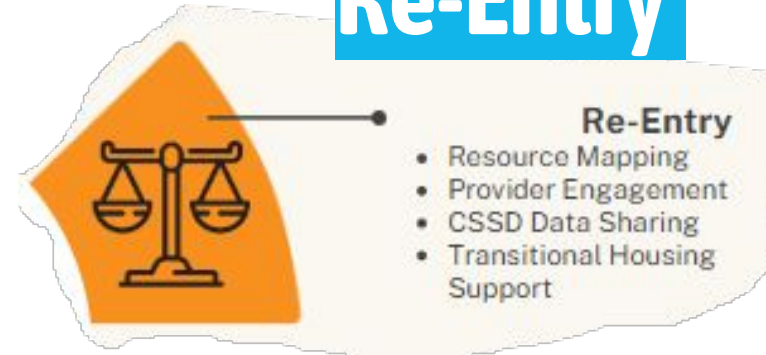
- 1) Increase funding for risk mitigation, rental assistance, and flexible dollars
- 2) Solidify partnerships with capacity to serve at risk households with case management services
- 3) Notification of NTQ or households at risk



# Re-Entry

**Current Strategies:** Increasing identification of re-entry individuals experiencing literal homelessness by:

- 1) Strengthening partnership with City of Hartford Re-entry Center
- 2) Customized, electronic referrals for Re-entry staff to alert Journey Home of literally homeless individuals with weekly provider meetings to review outcomes
- 3) Training of re-entry staff to identify homelessness and how to access homeless services



**Strategies In Progress:** Increasing identification of and expanding service to prevent homelessness for individuals re-entering our community by:

- 1) Minimum of three month notice from DOC of upcoming discharges to Hartford Re-entry Center to allow for engagement and service planning
- 2) Formalize partnership with DMV and CPA to allow inmates to obtain vital documents pre-release
- 3) Increase care coordination through formalized provider network with data sharing to assist individuals in halfway houses, treatment facilities, and housing instability
- 4) Explore Re-entry staff conducting their own 211 CAN appointments to reduce system barriers
- 5) Identify housing solutions for re-entry population

# Behavioral Health

## Current Strategies:

- 1) Homeless Medical Liaison
- 2) FQHC Partnership
- 3) Community Care Teams

## Strategies In Progress:

- 1) Increase behavioral health partnerships
- 2) Train BH providers as access points
- 3) MOU with BH providers as Prevention Partners to accept referrals
- 4) Increase engagement with Harm Reduction and MAT providers





# Workforce Development

## Current Strategies:

- 1) Employment and Youth Manager
- 2) Statewide pilot: Career Connect

## Strategies In Progress:

- 1) Automatic outreach for employment and education services
- 2) MOU with Workforce Investment Board





# Questions/Discussion

***What was your experience of this session like?***

<http://s.alchemer.com/s3/HSLC-Rapid-Feedback>



A stylized illustration of a park scene. A large tree with orange and brown foliage dominates the upper half. Below it, a person in a yellow shirt and dark pants sits on a pink blanket on a path, accompanied by a white dog. The background features rolling green hills and a city skyline in shades of blue and white. Two blue street lamps with white globes are positioned on either side of the path. A dark grey banner with the text 'THANK YOU!' is centered over the tree.

**THANK YOU!**