

From Strategy to Action: The Roadmap to Coordinated Homelessness Prevention

BfZ Team Support



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Today's Facilitators



Tom Albanese
Consultant



Rachel Waltz
Systems Improvement Advisor



Nadia Lugo
Manager, Hartford Inflow



Lakecia Owens
Manager, Hartford Inflow

Agenda

Where We're Going

- 9:00 **System Reflection: Current State**
- 9:20 **Built for Zero's HSLC Prevention Roadmap**
- 10:15 **System Reflection: Moving to Action**

Housing Stabilization Learning Cohort Team



Taj
Director



Antonio
Strategy Lead



LaKecia
System Improvement
Advisor



Nadia
Manager, Inflow
Hartford



Rachel
System Improvement
Advisor
Learning & Evaluation



Tom
Consultant
Tom Albanese
Consulting



Objectives

Objective 1: Understand the importance of establishing a coordinated prevention approach.

Objective 2: Understand Built for Zero's best practices on Coordinated Prevention and lessons learned from communities.

Objective 3: Reflect on your community's prevention system and identify areas to move to action.

Reflection

Your Current System

- 1. Does your community distinguish between diversion and prevention?**
- 2. On a scale of 1-5, where is your system at in a community-wide prevention approach?**
- 3. Is your community...**
 - Just starting diversion
 - Doing diversion for a few years
 - Doing diversion for 10+ years

A photograph of a person sitting on a sidewalk at night, leaning against a wall. The person is wearing blue jeans and dark shoes. The background is a busy city street with blurred lights and people, including a person pushing a stroller. A large, semi-transparent purple banner with white text is overlaid on the image.

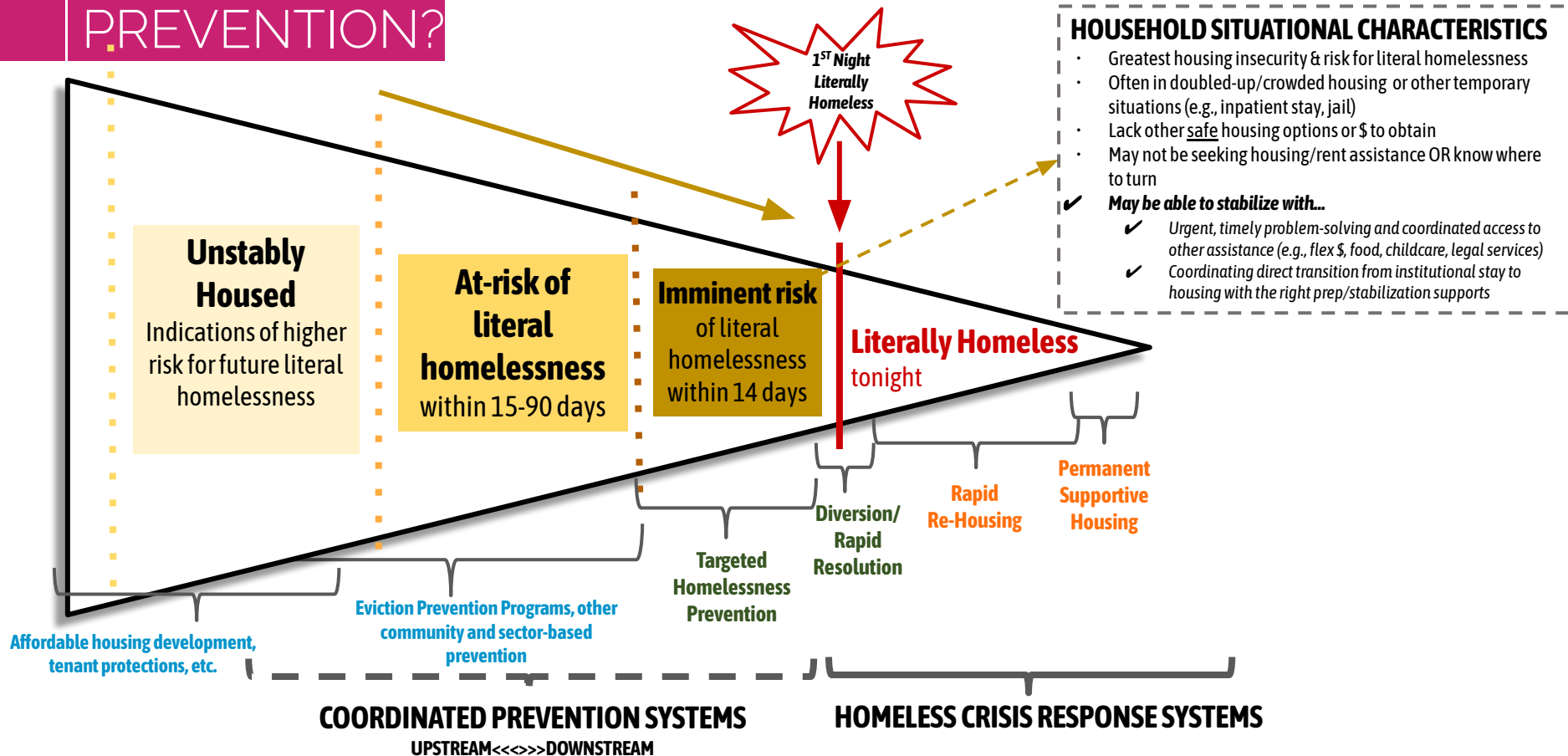
What is Coordinated Homelessness Prevention?



What is Coordinated PREVENTION?

A community-wide approach that uses common risk screening criteria to identify people who are housing insecure, including those who are at greatest risk for literal homelessness, and then offers immediate, coordinated access to housing problem-solving and prevention-related resources, including prioritized access to assistance for people with more urgent prevention needs.

What is Coordinated PREVENTION?





A Roadmap to Coordinated Homelessness Prevention



Recommended *

TIMELINE

Months 1-2: Establish Core Team & Define Roles

Months 2-4: Examine Current Housing Insecurity & Emergency Needs

Months 4-8: Pilot *Core Elements of Coordinated Prevention*

Months 9-12: Scale & Implement *Core Elements*

**Local timelines and steps will vary and adjust to account for local staff capacity, existing diversion & prevention-related efforts, available funding, etc.*



PHASE 1

Establish Core Team (Months 1-2)

- **Identify a lead organization and staff to support (Month 1):**
 - Prevention system development and management
 - Data analysis and reporting
 - Meaningful involvement of people with lived experience
- **Establish a diverse Core Prevention Team (by Month 2):**
 - Written group charter and plan for PLE support
- **Develop a shared understanding of Coordinated Prevention (by Month 2):**
 - Local document describing core components, housing insecurity definitions, other key concepts
- **Establish a Coordinated Prevention Roadmap with the Core Team**



PHASE 1

Establish Core Team (Months 1-2) - Core Team Structure

- **Core Team Responsibilities:**
 - Lead Organization
 - Data Analyst
 - Community Outreach Coordinator

- **Organizational Chart:**
 - Visual representation of team structure



PHASE 2

Examine Current Housing Insecurity (Months 2-4)

- **Initial HMIS data inflow investigation (by Month 3)**
 - Data usability review
 - Annual homelessness inflow analysis
- **Community interviews for user experiences (initial by Month 3)**
 - Understanding how people access homeless assistance resources
- **Housing insecurity heat mapping**
 - Other supplemental, readily available data to identify areas with higher housing insecurity



PHASE 3

Examine Current Prevention Resources (Months 2-4)

- **Environmental scan of prevention resources & potential partners (by Month 3)**
 - Current diversion and prevention-related funding, programs/providers, locations/access points, etc
 - Potential new service partners and access points in areas with higher insecurity; cross-sector partners (e.g., inpatient treatment/detox, corrections)
- **Community interviews for urgent prevention resources (initial by Month 3)**
 - Understanding how people access prevention resources
- **Identification of new/current resources for *Core Elements* (by month 4)**



CORE ELEMENTS of COORDINATED PREVENTION

1. *Partners*
2. *Coordinated Access & Services*
3. *Guidance & Tools*
4. *Training*
5. *Management & Support*



CORE ELEMENTS

PARTNERS

Prevention Service Providers: receive referrals and provide timely response and support for people who are housing insecure, including those most at-risk. By definition — all are **Access Points**.

- **Targeted homelessness prevention & diversion programs** (e.g., VA SSVF/HP, ESG HP, hotline)
- **Non-targeted resources** (e.g., legal aid, EFSP)

Access Points: located in or serving areas with more people who are disproportionately housing insecure.



CORE ELEMENTS

PARTNERS

- Identify based on inflow/heat mapping analysis and environmental scan
 - Targeted areas and partners, while also striving for wide variety of community-based and cross-sector settings
- Partnerships are central to meeting people where they are — foundation for identifying and assisting households facing housing instability.
- Engaging diverse organizations broadens the reach and impact of coordinated prevention efforts — ***toward greater equity***



CORE ELEMENTS

ACCESS & SERVICES

- **Housing-focused screening/referral approaches:** brief, standardized, universal and customized tools and workflows
- **Housing Problem-Solving:** frontline “housing crisis intervention”
- **Flexible Financial Assistance:** timely, available for any relevant need
- **Prioritized Access to Other Assistance:** existing resources needed immediately
- **Housing Navigation & Housing-Focused Case Management:** focused on relocation (when needed) & stabilization
- **Landlord Partners:** proactive recruitment, engagement, “deal-making” to help mitigate evictions and/or secure placements



CORE ELEMENTS ACCESS & SERVICES

Columbus/Franklin County Homelessness Prevention Network (HPN):

- **“Housing Urgent Care”**: 28 agencies w/full-time, trained/certified specialists in targeted areas working w/growing number of Access Points

Housing Insecurity Screening Tool

Do not collect additional information if the household has already shared the necessary details to determine a response for each of the factors below.

ERA HARDSHIP - at least one hardship must apply if the person applies for ERA dollars

Experienced a reduction in household income on or after October 1, 2023 as a direct or indirect result of COVID-19

Experienced other financial hardship on or after October 1, 2023 as a direct or indirect result of COVID-19

Incurred significant costs on or after October 1, 2023 as a direct or indirect result of COVID-19

Qualified for unemployment on or after October 1, 2023

Screening Factor	Response Options	Weight	Response (write "X" to select response)
Housing Loss Timeline (upon entry to HPN services)	1-6 days	12	
	7-14 days	8	
	15-21 days	4	
	More than 21 days	0	
Current household income	current income	7	
	1-14% of Area Median Income (AMI) for householdsize	6	
	15-30% of AMI for householdsize	4	
History of literal homelessness	any adult in the household (owner/tenant/transitional housing)	16	
	Most recent episode occurred in the last year	13	
	None	0	
Lease/Subsidy History	IS NOT a current leaseholder (head of household)	3	
	HAS NEVER been a leaseholder (head of household)	3	
	Currently at risk of losing a tenant-based housing subsidy or housing in a subsidized building or unit (household)	3	

HSLC HOUSING INSECURITY RISK TYPOLOGY

Do not collect additional information if the household has already shared the necessary details to determine a response for each of the factors below.

RISK LEVEL	LIVING SITUATION	OTHER HOUSING OPTIONS & RESOURCES
4	Literal Homelessness Tonight	Does not have other housing options. Financial resources, support network, or other resources are insufficient to allow them to stay where they are.
3	Imminent Risk of Literal Homelessness (within 1-14 Days)	Does not have other housing options. Financial resources, support network, or other resources are insufficient to allow them to stay where they are after the next 14 days.
2	At-Risk of Literal Homelessness (within 15-90 Days)	Does not have other housing options. Financial resources, support network, or other resources are insufficient to allow them to stay where they are after the next 90 days.
1	Unstably Housed	Has other housing options, financial resources, support network, or other resources that are sufficient to allow them to stay where they are.
0	Stably Housed	Has other housing options, financial resources, support network, or other resources that are sufficient to allow them to stay where they are.

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CORE ELEMENTS

COORDINATED PREVENTION TOOLS, GUIDANCE

- **Manual/tools/guidance:** including roles, responsibilities, related to training, screening, services, data collection, etc.
 - Equips access points and service providers with comprehensive guidance, standardized tools & triage workflows to identify and rapidly assist higher-risk households.
 - Ensures consistency and equity by standardizing **prevention screening & prioritization processes** across all partner organizations.
 - Guidance helps communities deliver services effectively, reliably, and equitably



CORE ELEMENTS

COORDINATED PREVENTION TRAINING

- **Housing Problem-Solving:** for all client-facing staff and partners; housing crisis intervention 101, 201, 301+
- **Housing-Focused Case Management:** for case carrying staff
- **Community Prevention Resources:** eligibility, referral protocols, doc requirements, etc.
- **Homeless Crisis Response System 101:** where/how to access shelter, outreach, rehousing assistance
- **Housing Law/Rights/Responsibilities:** accessible information for self-advocacy & renter protection
- **Additional Crisis Intervention Key Topics:** trauma-informed care, migrant/refugee rights and resources, etc.



CORE ELEMENTS

COORDINATED PREVENTION MANAGEMENT & SUPPORT

- **Dedicated staff time and “backbone” resources to support...**
 - **System development & management:** creating and maintaining guidance, coordinating training, partner and community communications, etc.
 - **People with lived experience involvement:** including compensation, orientation, meeting access, other key supports
 - **Data systems:** for service referral/coordination, data collection & analysis



PHASE 4

Pilot Core Elements (Months 4-8)

- **Develop pilot implementation plan (by Month 4)**
 - Objectives, assumptions, measurable outcomes, etc. related to testing one or more **Core Elements**
- **Early implementation of Core Elements (Months 4-7)**
- **Pilot review and adjustment (Month 8)**
 - With Core Team and community partners



PHASE 5

Scale & Implement (Months 9-12)

- **Updated pilot implementation and scaling plan**
 - Built on learning to-date and dependent on available resources, and including measurable annual inflow reduction and race equity goals (Month 9)
- **Updated Prevention Roadmap**
 - Guide further development, including ongoing improvement activities (e.g., regular interviews with people accessing assistance) (Month 12)



COMMUNITY SOLUTIONS

DONATE

COMMUNITY LOGIN



THE CHALLENGE

BUILT FOR ZERO

HOUSING

NEWS

ABOUT US

GET INVOLVED



Homelessness is solvable.

This is not a radical belief — we work with more than 100 cities and counties making it a reality every day.

LET'S SOLVE IT TOGETHER.

Sign up for the latest news on Built for Zero's efforts to end homelessness and more!

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Housing Stabilization Learning Cohort (HSLC)

[Overview](#) | [Resources](#) | [Toolbank](#) | [Workshops](#) | [Learning Circles](#)



Building coordinated approaches to prevent homelessness and housing insecurity

Built for Zero is powered by Community Solutions →



COORDINATED PREVENTION TOOLBANK

This toolbank is designed to enhance the collective impact of organizations working on housing stability by providing them with the necessary resources, support, and collaborative opportunities. This toolbank grants you access to templates, checklists, and guides for housing stabilization efforts.

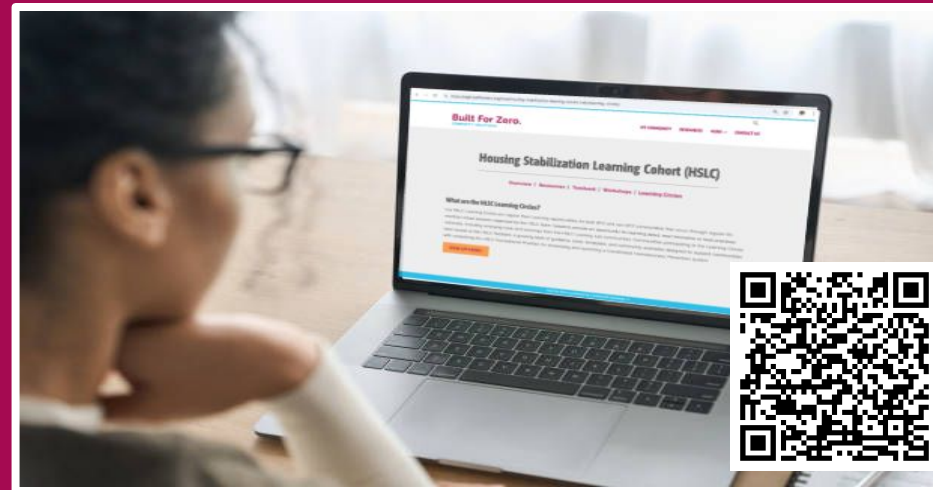
Core Team Development & Engagement Guidance

READ GUIDANCE

- **Suggested Audience:** Backbone entities/ies), Core Teams
- **Topics covered:**
 - Roles & Responsibilities Of The Coordinated Homelessness Prevention Core Team & Local Leads/Coordinators
 - Key Indicators Of An Effective Core Team
 - Identifying & Recruiting Core Team Members
 - Initial Steps For Successful Core Team Formation + Implementation
- **Related Tools/Guidance:**
 - [Framework for Coordinated Homelessness Prevention](#)
 - [Coordinated Prevention Roadmap](#)

Built for Zero is powered by Community Solutions →

The HSLC Online Hub is a centralized digital platform providing access to community resources, the HSLC Toolbank (a collection of tools and materials to support coordinated homelessness prevention initiatives), workshop recordings from past events, and the ability to sign up for Learning Circle sessions, which are collaborative learning and discussion forums for community members and organizations. This hub serves as a valuable resource for education, training, and engagement in housing and service-related initiatives.



Learnings from a few of OUR HSLC COMMUNITIES

Hamilton County (Cincinnati, Ohio)

- Updated the pilot implementation and scaling plan, incorporating learnings and setting measurable inflow reduction and race equity goals.
- Recruited 15+ newly funded prevention partners to join the HSLC Core Team.
- Completed inflow analysis, highlighting high-risk neighborhoods and racial disparities, shared with key partners to identify intervention opportunities.
- Conducted community interviews, led by Housing Equity Strategist Jianna Hopkins Isreal, with support from HSLC advisors and specialists.
- Established a standard definition of coordinated prevention, informed by CS HSLC and Stout recommendations.
- Maintained partnerships with Westwood Neighborhood Resident Groups and Providers to address housing instability and prevent homelessness.

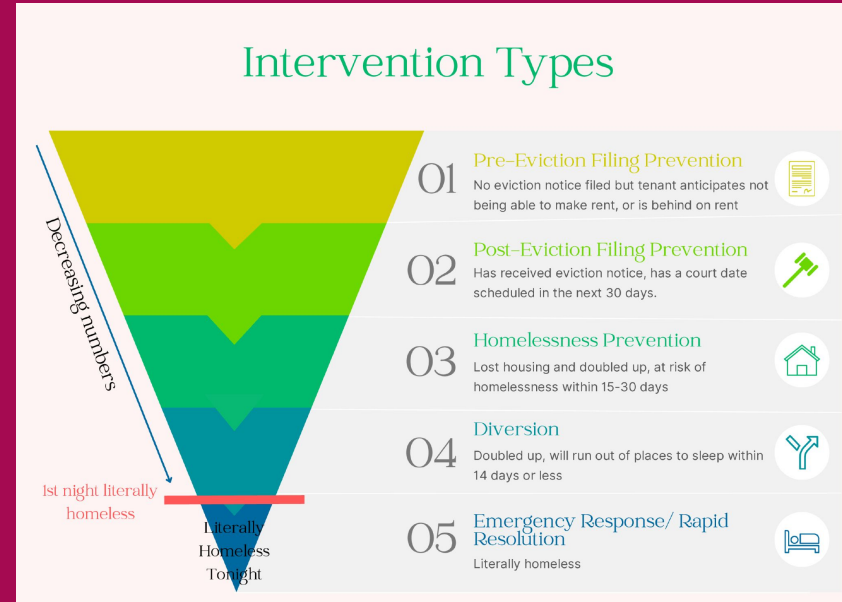


CORE ELEMENTS

PARTNERS

Cincinnati/Hamilton County:

- 15+ members of Prevention Core Team lead by CoC (Strategies to End Homelessness)
- Working to formalize local definitions, concepts
- **Hidden Gem: Lighthouse Youth & Family Services GROW** prevention plan/system for youth — 96+ access points and counting!



Learnings from a few of OUR HSLC COMMUNITIES

Hartford, Connecticut

- **Strategies to Reduce Inflow**
 - Developed an electronic referral form to track households needing prevention assistance.
 - Secured \$2.2 million from City of Hartford for prevention & rapid rehousing, starting October 2024.
 - Prevention team focused on targeting specific ZIP codes to ensure resource access.
- **Reentry & Institutional Discharges**
 - Launched a pilot with DOC and United Way 211 to streamline housing appointments for those exiting incarceration.
 - Addressing missed appointments due to transportation and phone barriers.
 - Hired a Re-Entry Diversion Specialist to improve housing connections.
- **Landlord Engagement**
 - Built a "Landlord Basecamp" portal for communication, resources, and tenant stabilization.
 - Expanding efforts through personal relationships and targeted events for landlords.





Wrapping Up

QUESTIONS AND KEY POINTS

- **Questions**
- **Importance of a coordinated, data/people-informed approach.**
- **Collaboration and engagement with community stakeholders.**
- **Continuous improvement and adaptation.**



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- **Continuous improvement and adaptation.**

Interested in Joining Our LEARNING CIRCLES?

- Regular peer-to-peer sharing and support in homelessness prevention.
- **What to Expect:**
 - **Peer Learning Circles:** Bi-monthly virtual sessions facilitated by the HSLC team or subject matter experts.
 - **National Best Practices:** Exposure to new, innovative approaches and successful strategies from communities across the country.
 - **Shared Resources:** Tools, resources, and insights from the HSLC Cohort to enhance local prevention efforts.



EXAMPLES of what you can do next:

Starting Where You Are

Low Capacity Community:

No dedicated system staff or funding

- Elevate with CoC and community partners - *prevention is possible.*
- Set a Core Team with “volunteer” to lead
- Strengthen current diversion & prevention efforts
- Focus on veterans and existing funding & learning

Moderate Capacity Community:

Some dedicated system staff and/or funding

- Dedicate staff to support for Core Team
- Conduct inflow analysis, heat mapping, interviews
- Pilot standardized screening tool using national templates
- Pilot & grow Housing Problem-Solving (HPS) training, certification

High Capacity Community:

Full-time system staff and funding

- Scale HPS training-training program
- Operationalize Flex Funds for urgent/unmet needs
- Expand and develop Access Points, Service Providers, and cross-sector partners
- Establish prioritization protocols tied to data

Reflection

Moving to Action

- 1.** Where & how do these elements fit in to your current goals/progress to functional zero?
- 2.** Which of the core elements can your system begin to take action on next Monday?
- 3.** What might your system prioritize for a longer-term prevention project?