U.S. Department of Health and Human Services
U.S. Department of Housing and Urban Development
U.S. Department of Veterans Affairs
U.S. Department of Labor

Increasing Access to Mainstream Services for Individuals and Families Experiencing Homelessness: National Learning Meeting

Hyatt Regency Crystal City
2799 Jefferson Davis Highway
Arlington, VA

Concurrent Breakout Session Descriptions

Session #1: Thursday 10:15 a.m. – 11:45 a.m.

Accessing Mainstream Services: SSI/SSDI

Objectives:
- To inform attendees on strategies used by two States to better access SSI/SSDI benefits

Content:
- Description of Washington State's expedited Medicaid eligibility process for those awaiting SSI/SSDI determination with a "safety net" cash grant. The presentation will also include how partnerships were developed across agencies and funding streams
- Description of Oklahoma's development of partnerships with different agencies and advocates to ensure that all pertinent information for the application was obtained, inclusion of SSA staff in the application process, and significant increase in the presumptive disability rate

Presenters:
- Tina Shamseldin, Taking Health Care Home Coordinator, Seattle Office of Housing, Seattle, Washington
- Mark Dalton, Administrator of the Belltown Community Services Office of the Washington State Department of Social and Health Services, Seattle, Washington
- Noel Tyler, Director of Disability Determination Division, Oklahoma Department of Rehabilitation Services, Oklahoma City, Oklahoma

Target Audience:
- State administrators of SSI/SSDI
- Other participants involved in the disability determination process
- Those interested in improving access to SSI/SSDI in their State

Informing Public Policy with Data

Objectives:
- To learn how two States have collected and used data differently to inform public policy and to move forward in implementing their Action Plans
- To present a model of program evaluation, including design, tools, pilot and lessons learned

Content:
- Description of a housing policy study done in Hawaii that influenced the Governor to launch a campaign to develop affordable housing
- Description of Arizona's Homeless Program Evaluation project. Presentation will include an overview of partners and infrastructure, a description of goals, planning process, design principles and primary components and project results, next steps and lessons learned
- Description of Arizona's cost study of homeless families in the State to help educate their ICH on the cost effectiveness of housing, including all efforts measure progress of State plan and help Continua at local level

Presenters:
- Sandra Miyoshi, Homeless Programs Administrator, Department of Business, Economic Development and Tourism, Housing and Community Development Corporation of Hawaii, Honolulu, Hawaii
- Charlene Moran Flaherty, State Homeless Coordinator, Department of Economic Security, Phoenix, Arizona

Target Audience:
- Participants interested in learning how data can be used to impact policy and how these studies can be funded
- Participants responsible for Continua of Care programs, performance, and their compatibility with the State Plan
- State team members responsible for implementing State plan objectives and/or who are interested in program evaluation

Utilizing Multiple Financing Streams to Expand Housing #1

Objectives:
- To learn how two States have used multiple funding streams, both State and Federal, to increase their housing stock for those who are homeless

Content:
- Description of Maine's strategies and goals for housing development, their multiple funding streams including general obligation funds, housing trust funds, Continua of Care, and vouchers with services linked to them
- Discussion of how Nebraska defined their specific housing need, assessed options, researched possibilities, and made recommendations regarding creation of their rental assistance program. In addition, their use of subcommittees to problem solve and how they built on past committee relationships to develop funding opportunities will be described

Presenters:
- Michael DeVos, Director of Development, Housing Authority, Augusta, Maine
- Jean Chicoine, Program Manager, Nebraska Homeless Assistance Program, Office of Economic and Family Support, Nebraska Health and Human Services System, Lincoln, Nebraska

Target Audience:
- Participants who are interested in housing development, blending funding streams and collaborating to increase resources

Mounting a Public Awareness Campaign

Objectives:

- To inform participants about Utah's use of their Homeless Trust Fund and tax check off as funding mechanisms to support the Utah Interagency Council on Homelessness' media campaign
- To inform participants how the Solidarity with the Homeless movement in Puerto Rico helps to raise awareness and encourage alliances and community planning

Content:
- Discussion of the processes and lessons learned by Utah, including the involvement of the Governor, use of TV and radio, use of a professional marketing firm, and the involvement of consumers to "put a face on the campaign"
- Discussion of the various components of the movement—Mayoral Summit on Homelessness, Day of Solidarity with the Homeless, and events to develop planning processes for various groups year round, as well as barriers to implementing a public awareness campaign and potential outcomes

Presenters:
- Leticia Medina, Director, Community and Economic Development, Salt Lake City, Utah
- Lloyd Pendelton, Director, Community and Economic Development, Homeless Task Force, Salt Lake City, Utah
- Maria Fernanda Levis-Peralta, Executive Director, Chana Goldstein and Samuel Levis Foundation, San Juan, Puerto Rico
- Ivette Perez Toro, Special Assistant on Federal Affairs, Office of the Secretary, Department of the Family, San Juan, Puerto Rico

Target Audience:
- Participants who are interested in developing and implementing a public awareness campaign in their State/Territory
- Participants who are looking to enhance an existing campaign

Accessing Mainstream Services: Broader Issues

Objectives:
- To inform other States on Florida's consolidated application for eligibility for TANF, Food Stamps, Medicaid and other assistance and discuss its value, current limitations in the process, and planned improvements
- To review mainstream employment programs of the Department of Labor and targeted Homeless Assistance Programs of the Department of Housing and Urban Development to provide a reciprocal relationship to assist homeless individuals and families and to discuss Arizona's innovative approaches to collaboration between housing and employment programs

Content:
- Description of Florida's consolidated application, and the current online features, which includes the following mainstream programs: Food Stamps, TANF cash assistance, Medicaid, Refugee Cash Assistance, and Refugee Medicaid Assistance
- Description of how requests for assistance are processed, the current requirement for a face-to-face interview with the applicant and planned improvements
- Overview of the reciprocal relationship between employment programs and housing programs
- Discussion of how mainstream employment programs can participate in the development of local Continuum of Care planning and a discussion of strategies for shared planning and resources to provide a full array of services to homeless populations

Presenters:
- Tom Pierce, Executive Director, Office on Homelessness, Department of Children and Families, Tallahassee, Florida
- Steven Nelson, Director of Employment Services, Pima County Community Services, Jackson Employment Center, Tucson, Arizona

Target Audience:
- State mainstream program administrators
- Workforce Development representatives, housing representatives and other participants interested in employment and housing services direct at homeless individuals and families

Homeless Management Information Systems

Objectives:
- To learn how two States have used homeless management information systems (HMIS), to collect data, to identify needs and gaps in services, and for use as a planning tool

Content:
- Overview of HMIS as a planning tool
- Discussion of the rationale for and benefits of State-wide HMIS collaborative
- Discussion of planning issues and strategies for developing partnerships

Presenters:
- Michelle Hayes, National HMIS TA Project Director, The QED Group, Washington, District of Columbia
- Lester Hoelewyn, Chief Information Officer, Management Information System, Inc., Supportive Housing Network, Inc., Little Rock, Arkansas
- Pam McCrory, Manager of Supported Housing and Special Needs, Housing and Mortgage Finance Agency, Trenton, New Jersey

Target Audience:
- Participants who are interested in utilizing HMIS as a planning tool in their State/Territory

Prevention Innovations

Objectives:
- To inform State policymakers on legislation and strategies utilized by Illinois to conduct and institutionalize homeless prevention programs that benefit families and individuals
- To utilize the experience of the Massachusetts Department of Mental Health to highlight the role of discharge planning in framing preventative strategies as part of an on-going interagency approach toward ending homelessness

Content:
- Overview of Homeless Prevention legislation and program
- Discussion of outcomes and follow-up as an integral part of prevention
- Discussion of blended funding streams and involvement of local Continuum of Care systems to implement prevention activities
- Overview of discharge planning principles
- Comparison of the "culture" of response to homelessness from pre-discharge planning to post-discharge planning

Presenters:
- Julie Dworkin, Associate Director of Policy, Policy Department, Chicago Coalition for the Homeless, Chicago, Illinois
- Brenda Hanbury, Bureau Chief, Department of Human Services, Homeless Service and Supportive Housing, Springfield, Illinois
- Gwendowlyn Kenner-Johnson, Associate Director, Department of Human Services, Office of Family Support Services, Human Capital Development, Chicago, Illinois
- Joseph Finn, Executive Director, Housing and Shelter Alliance, Boston, Massachusetts

Target Audience:
- Public officials charged with implementing plans to end or prevent homelessness within their jurisdictions

- Advocates interested in providing systemic change aimed at ending homelessness and eliminating reliance upon homeless shelters
- Federal policymakers working on coordinating mainstream resources

Creating Effective Collaboration Mechanisms

Objectives:
- To share with participants Nebraska's approach of using existing structures to facilitate coordination of State planning
- To share insights about integrating multiple planning into a larger planning process to maximize resources

Content:
- Description of Nebraska's approach and process of collaborating on legislation in order to create an additional housing option
- Discussion of how to use external influences and resources to support coordination and collaboration
- Overview of formats developed to inform policy

Presenters:
- Jean L. Chicoine, Program Specialist, Health and Human Services System, Office of Economic and Family Support, Lincoln, Nebraska
- Harry Carver, Supportive Housing Policy Coordinator, Kentucky Housing Corporation, Frankfort, Kentucky

Target Audience:
- Participants who are interested in building capacity and collaborating to increase resources

Session #3: Friday 9:00 a.m. – 10:30 a.m.

Expanding Medicaid Coverage

Objectives:
- To understand how Medicaid can be used to provide services for people who are homeless, the barriers to using Medicaid to support these services, and how to overcome them
- To inform participants of the experiences to two States in using Medicaid funds to support services for people who are homeless

Content:
- Overview of Medicaid service options for people who are homeless and issues around accessing these service options
- Presentation of Maine's experience with the Taking Health Care Home grant, development of financial models and service linkage from Supportive Housing Development Pipeline
- Overview of ACT teams as an evidence-based practice and how States can structure Medicaid plans to support ACT service

- Discussion of Delaware's experience and best-practice models for reducing enrollment obstacles and increasing service access

Presenters:
- Sharon Sprague, Regional Director, Department of Behavioral and Developmental Services, Department of Health and Human Services, Augusta, Maine
- Catherine McKay, President and CEO, Connections Community Support Programs, Inc. and President, Homeless Planning Council of Delaware, Inc., Wilmington, Delaware

Target Audience:
- State and local policy makers
- Behavioral health and wrap-around service providers

Data Collection

Objectives:
- To understand how to conduct a point-in-time survey
- To present strategies for using point-in-time survey data

Content:
- Presentation of a 10-step process to conduct a point-in-time survey with examples of data results
- Use of multiple data sources
- Using the data collected
- Potential innovations

Presenters:
- Tracy D'Alanno, Team Leader, Homeless and Special Housing Programs, Continuum of Care Coordinator, Supportive Housing and Homeless Programs, Department of Human Services, Denver, Colorado
- Jim Nolan, Chief of Intergovernmental Human Services, Human and Community Services Division, Montana Department of Public Heath and Human Services, Helena, Montana
- Sherrie Downing, Sherrie Downing Consulting, Helena, Montana

Target Audience:
- Participants who wish to know more about how to conduct a point-in-time survey in their State/Territory
- Participants who want additional information about blending data sources and how to effectively use the data collected

Utilizing Multiple Financing Streams to Expand Housing #2

Objectives:
- To describe how proactive efforts by the Massachusetts Department of Mental Health to secure housing resources from external, mainstream programs have contributed to preventing and

addressing homelessness among persons with mental illness in the state, and how these evolving efforts are being affected by the Policy Academy and the state's related 10 year planning process to end chronic homelessness

- To inform participants of the collaborative approach used in Savannah, GA to blend funding streams from multiple sources and to encourage a policy that tears down the traditional "silo approach" to funding homeless programs in favor of programs that integrate housing dollars with service dollars

Content:
- A description of how the Massachusetts Department of Mental Health accesses/leverages housing resources from various multiple sources, and how these are tied into its service system, with a focus on homelessness. The interagency efforts to be described will cover mutually supportive collaboration between DMH, state and local level housing agencies, as well as homeless advocates, for dealing with one of the state's largest homeless sub-populations, namely those with mental illness and co-occurring substance abuse disorders
- An overview of the local best practice-to-State policy approach in GA, their planning model and structure and desired results, e.g., promotion of the marriage of housing mainstream service dollars

Presenters:
- Walter Jabzanka, Director of Community Systems, Massachusetts Department of Mental Health, Boston, Massachusetts
- Reverend Micheal Elliot, President and Chief Executive Officer, Union Mission of Savannah, Georgia

Target Audience:
- Participants who are responsible for housing programs, mainstream services, or who seek to leverage department dollars with other resources
- Participants from mental health agencies dealing with homelessness and housing
- Representatives from other agencies interested in alliances with state mental health agencies to mutually coalesce resources

Promoting Coordination

Objectives:
- To share North Carolina's progression from having an unfocused, passive approach to an outcomes based, directive approach to ending homelessness
- To inform participants of New Jersey's efforts to increase coordination among State agencies, maximize and leverage resources, and create programs to end homelessness among specific populations

Content:
- Overview of challenges faced, such as team member turnover and lack of commitment
- Discussion of strategies for institutionalizing homeless policy within State government
- Discussion of strategies for "making the case" for various stakeholders and expanding buy-in and participation
- Discussion of coordination opportunities and sample projects

Presenters:
- Linda Povlich, Senior Advisor to the Secretary, Department of Health and Human Services, Office of the Secretary, Raleigh, North Carolina
- Deborah DeSantis, Program Director, Corporation for Supportive Housing, Trenton, New Jersey
- Larry Hatton, Chief of Planning, Department of Human Services, Office of Planning and Evaluation, Trenton, New Jersey

Target Audience:
- Participants who are interested in enhancing coordination among State agencies, institutionalizing policy, and involving various stakeholders in meaningful ways

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Session #4: Friday 10:45 a.m. – 12:15 p.m.

Expanding TANF and Other Mainstream Service Coverage

Objectives:
- To provide information on New York;s use of TANF funds to reduce the amount of time that families remain homeless by operating a system of family shelters
- To provide information about Oregon's Alcohol & Drug Free Housing program and other housing initiatives

Content:
- Discussion of trends in family homelessness in New York State, a rationale for developing family shelters, and data on the reductions in homelessness produced by family shelters
- Review of independent living planning and other case management practices that reduce the duration of homelessness and how TANF funds can be used to support these practices
- Review of several housing initiatives in Oregon and how they are funded

Presenters:
- Jeff Barnes, Director of Bureau of Shelter Services, Transitional Supports and Policy, Office of Temporary and Disability Assistance, Department of Family Assistance, Albany, New York
- Vicki Skryha, Housing Development Coordinator, Office of Mental Health and Addiction Services, Oregon Department of Human Service, Salem, Oregon

Target Audience:
- State/Territory administrators interested in developing family shelter systems and housing

Maintaining Momentum

Objectives:
- To inform other State Teams about the challenges and opportunities presented by working with two different administrations and two different parties in Hawaii
- To understand the processes through which the Maryland Policy Academy Team successfully navigated a change in Administration

- To highlight the challenges of implementing policies in a turbulent environment and the role of external and internal resources in promoting policy changes

Content:
- Overview of current and past administration in Hawaii
- Discussion of strategies for keeping the issue of homelessness on the minds of community leaders
- Overview of involvement in various planning activities and associated opportunities of linking with new initiatives and incorporating new agencies and stakeholders
- Discussion of challenges in orienting new team members, building a sense of team, and working in climate of limited resources

Presenters:
- Laura Thielen, Project Coordinator, Health Care for the Homeless, Kalihi-Palama Health Center, Kailua, Hawaii
- Barbara DiPietro, Special Assistant, Office of the Deputy Secretary for Public Health Services, Baltimore, Maryland
- Greg Shupe, Director, Department of Human Resources, Office of Transitional Services, Baltimore, Maryland
- Jeff Singer, President and Chief Executive Officer, Health Care for the Homeless, Baltimore, Maryland

Target Audience:
- Participants who are interested in enhancing and sustaining their State's/Territory's Policy Academy and/or Interagency Council on Homelessness planning and implementation activities in spite of challenging circumstances

Strategies for Addressing Rural Homelessness

Objectives:
- To explore strategies used by two States to address rural homelessness

Content:
- An overview of strategies used in Kansas including tax credits, incentives for homeless set asides, and potential role for Policy Academy teams
- An overview of strategies in Kentucky including the Housing Finance Authority, funding streams, and application consolidation
- A discussion of barriers in serving rural populations and potential solutions

Presenters:
- Amy Apitz, Emergency Shelter Grant Program Manager, Department of Commerce and Housing, Housing Development Division, Topeka, Kansas
- Natalie Hutcheson, Director of Special Needs Outreach, Kentucky Housing Corporation, Frankfort, Kentucky

Target Audience:
- Participants who are interested in rural homelessness issues

Discharge Policies

Objectives:
- To present Colorado's Partnership for Active Community Engagement (PACE) as an example of an integrated treatment and jail diversion program that reduces jail use and increases sobriety, stability, and employment for the targeted population of mentally ill offenders, without increasing costs
- To present Missouri's Transition from Prison to Community Initiative (TPCI) as an example of a collaborative, interagency initiative addressing discharge planning issues

Content:
- Discussion of the development of PACE, planning process and critical program elements. The presentation will also consider the challenges and barriers faced when attempting to implement discharge planning, as well as the key factors in the success, including multi-disciplinary and co-located teams, caring and support treatment environments, and collaborative support from key leaders
- Discussion of the development of the TPCI through interagency committees, key components of the Initiative (e.g., assigning probation and parole officers to attend Continuum of Care meetings across the State), and plans for continuing the activities now that Federal funding has ended. The presentation will also consider efforts to incorporate other initiatives to increase the effectiveness of the TCPI, such as the case management program through the Department of Health.

Presenters:
- George Epp, Executive Director, County Sheriffs of Colorado, Littleton, Colorado
- Tracy D'Alanno, Team Leader, Homeless and Special Housing Programs, Continuum of Care Coordinator, Supportive Housing and Homeless Programs, Department of Human Services, Denver, Colorado
- Karia Basta, Housing Director, Department of Mental Health, Alcohol and Drug Abuse, Jefferson City, Missouri
- Rita McElhany, Interagency Liaison for HIV/STD, Department of Health and Senior Services, Environmental Health Communicable Disease Prevention, Jefferson City, Missouri

Target Audience:
- Participants who are interested in developing and implementing an interagency discharge planning initiative in their State/Territory
- Participants who are looking to enhance an existing initiative