U.S. Interagency Council on Homelessness
Federal Strategic Plan to Prevent and End Homelessness

External Stakeholder Input Report: Region 6 Community Stakeholder Input
February 23, 2010   Dallas, Texas

Attending:

Deanna Adams, City of Dallas
Jesse Aguilera, Metrocare Services
Kasey Anderson, City of Dallas
Donald Babers, HUD
Melva Bazan, CITY OF DALLAS
Paloma Belmarez, Promise House
Lisa Blouin, City of Dallas
Gerald Britt, Central Dallas Ministries
Brent Burmaster, Soul's Harbor Homeless Shelter
Brenda Campbell, City Of Dallas
Jan Carter, ACH Child and Family Services
Angelina Caudillo, City of Dallas
Jerrod Clark, Mission Waco
Susan Cockrell, Fort Worth Housing Authority
Bob W. Cook, HUD
Ron Cowart, Dallas Police Department
Cindy Crain, Tarrant County Homeless Coalition
Peggy Crist, DOT
Cathy Crouch, SEARCH Homeless Services
Jamie Dake, FEMA Region 6
Julie Diffenderffer, Nexus Recovery Center
Mary Dodson, Texas Dept. of Housing and
    Community Affairs
Denorah Doss, City of Dallas
Mike Doyle, Cornerstone Assistance Network
Suanne Durham, City of Dallas
Vicki Ebner, City of Irving
Epi Elizondo, HHS
Jane Ferrell, Oklahoma City
Martha Fleming, CNCS
Paige Flink, The Family Place
Clifton Fluker, USDOJ/CRS
Olanrewaju Folarin, city of dallas homeless services
Delois Ford, Legal Aid of NorthWest Texas
Abby Foster, Nexus Recovery Center
Bruce Frankel, Day Resource Center for the
    Homeless
Luetricia Gaston, City of Dallas
Rita Gonzales-Garza, TX Dept. of Housing &
    Community Affairs

Denise Grant, Tarrant County Homeless Coalition
Edward Griffin, City of Dallas
Johnnie Griffin, City of Dallas
Rubben Henderson, Project Reconnect, Dallas
Teri Holtkamp, City of Waco
Tim Holtkamp, Waco CDC
Jennifer Hurn, Resource Center Dallas
Joyce Jackson, City of Dallas
Kathryn Jacob, Housing Crisis Center
Jerry Jensen, HUD Fort Worth
David Kellogg, Legal Aid of NorthWest Texas
Al Krummenacher, EQUIP: Interfaith Housing
    Coalition
Richard Lane, City
Lanesha Linzy, Arlington Housing Authority
Traswell Livingston, LifeNet Community Behavioral
    Healthcare
David Long, Texas State Affordable Housing Corp
Kit Lowrance, Metro Dallas Homeless Alliance
James Lyall, Community Service Council
Maria Machado, Shared Housing Center, Inc.
Ed Mahan, Catholic Charities
Paula Maroney, MDHA
Latrisce Mathews, City of Dallas
Hazel Mays, UGM Dallas
Tiffinay McClinton, Garland Housing Agency
Tammy McGhee, Tarrant County Community
    Development
Mary Mendez, St. Mary's Univ. School of Law
Selarstean Mitchell, Fort Worth Housing Authority
Liam Mulvaney, LifeNet Community Behavioral
    Healthcare
Connie Nieswiadomy, The Salvation Army
Shirley Nunn, IRS
Vicky Penn, North Texas Youth Connection
Judy Perry, Compassion Ministries
Aaron Pierce
Louella Pointer, Housing/Community Services
Lou Ann Pressler, The Community Enrichment Center
Jo Kathryn Quinn, Caritas of Austin

Hilberto Sauceda II, USDA/RD
Greg Shinn, Mental Health Association in Tulsa
Marilyn Small, Vogel Alcove
Shay Smith, City Of Dallas
Daniel Sterling, The Mustard Seed Center
Christy Stewart, City of Dallas
India Stewart, YWCA Fort Worth and Tarrant County
Dan Straughan, The Homeless Alliance, Inc.
Beth Taylor, Baron and Blue Foundation
Gaylord Thomas, Central Dallas Ministries

Bill Thompson, Union Gospel Mission
Otis Thornton, City of Fort Worth
Sunmoila Tijani, City of Dallas
Clayton Travis, Texas Homeless Network
Carlton Walker, City of Dallas
Valerie Watson, City of Irving
Kelly Wierzbinski, Rainbow Days Inc
Patsy Wingard, City of Dallas
Katie S. Worsham, HUD
Cindy Wright, Rainbow Days, Inc.

We thank you for your participation and apologize to anyone inadvertently left off this list.
We tried our best to read the handwriting of each person who signed in for the meeting.

USICH Staff
Anthony Love and Michael German

Facilitator
Tom Gregoire

Meeting Summary
Anthony Love welcomed the group and facilitated introductions. He then gave an overview of the U.S. Interagency Council on Homelessness and the framework for the Federal Strategic Plan to Prevent and End Homelessness. The Plan will serve as a roadmap for joint action by the 19 Council agencies to guide the development of programs and budget proposals towards a set of measurable targets to pursue over a five-year period. USICH is centering its Plan on the belief – the moral foundation – "no one should experience homelessness—no one should be without a safe, stable place to call home." There are five areas of concentration: Preventing and ending homelessness among 1) families with children, 2) youth, 3) Veterans, and 4) adults experiencing chronic homelessness; as well as 5) in the context of state and local communities, mobilize community participation, forge partnerships, and align resources.

The Council affirmed six core values to be reflected in the Plan:
- Homelessness is unacceptable.
- There are no "homeless people," but rather people who have lost their homes who deserve to be treated with dignity and respect.
- Homelessness is expensive; it is better to invest in solutions.
- Homelessness is solvable; we have learned a lot about what works.
- Homelessness can be prevented.
- There is strength in collaboration and USICH can make a difference.

The Plan's strategies will:
- identify and target to reach and match people with appropriate interventions;
- ensure access by people to needed programs, housing and services;
- retool crisis response to avert and shorten entry into homelessness;
- provide housing and supports;
- build opportunity such as jobs and education;
- enhance capacity in the service system to deliver quality; and
- document results.

The meeting facilitator introduced the World Café process, a conversational process that builds on previous conversations as people move between groups, cross-pollinate ideas, and discover new insights into the questions being discussed. Thank you to volunteers from Art of Hosting for their help to facilitate these conversations.

Small groups of three to five participants each discussed question one and recorded their key answers. After a short report-back session, the small groups were randomly re-mixed and the new groups discussed question two. The process was repeated for a discussion and recording of insights and answers to question three.

The questions for discussion:
1. What do we need to understand about the scope and causes of homelessness?
2. What should be the key goals and strategies of the plan that will take us toward that vision?
3. How can federal resources and practices be wisely aligned and cost-effectively applied to amplify our state/local work?

Before concluding the meeting, Anthony outlined the next steps in the development of the Plan and attendees were thanked for their participation.

Following the meeting, the responses were categorized into themes. The percentage of comments for each theme is listed for each question followed by the text of every comment, listed alphabetically by theme. USICH has used our best efforts to ensure accuracy in capturing and categorizing comments.

Question 1: What do we need to understand about the scope and causes of homelessness?

14%	Causes – Myriad of Factors	Comments indicating there are numerous causes of homelessness, as opposed to one specific cause.
13%	Impressions of Homelessness	Comments about the experience of homelessness itself.
8%	System Design	Comments relating to the promotion of effective system practices or recommended ways of designing homeless systems or delivering homeless assistance.
7%	Investment Target – Services	Comments indicating a need for increased funding for treatment services, early intervention, child-focused services, and life skills training for homeless people.
6%	Definitions	Comments requesting consistent definitions and common requirements to document homelessness and other related terms.
5%	Communication (external)	Comments highlighting the need for enhanced communication between Federal agencies and communities, concerted strategies to raise public awareness, the need to make information on programs widely available, and for coordinated messaging from agencies.
5%	Mainstream System Accountability	Comments on the responsibility of mainstream systems to address homelessness, and those that pertain to assessment and removal of barriers that drive people to homelessness or complicate access to solutions.
5%	Research	Comments suggesting areas where we need more research to inform strategy development of homeless assistance.

4%	Causes – Economic	Comments stating that homelessness is caused by faltering local economies, a disconnect between income and housing costs, or lack of employment opportunities.
4%	Causes – Mental Health/Substance Abuse	Comments suggesting that mental health and substance abuse issues and lack of access to or availability of treatment of these issues contribute to homelessness.
4%	Investment Target – Education/ Employment	Comments suggesting a need for increased funding and resources for education and employment strategies for homeless people.
4%	Miscellaneous	A comment that does not fit it any of the thematic codes.
3%	Coordinated Interagency Strategy	Comments that suggest a need for holistic and coordinated planning across Federal agencies and mainstream systems to better address homelessness.
3%	Investment Target – Housing	Comments suggesting increased funding for housing solutions, including more affordable housing, housing vouchers, PSH, and other specialized housing models.
3%	Causes – Family/Violence	Comments related to family instability, violence, and lack of support networks as a cause of homelessness.
3%	Vision of Success/Indicators of Success	Comments regarding statements or goals pertaining to what a successful homeless system would look like.
2%	Coordinated Federal Grants	Comments suggesting the need to pool funding, better coordinate funding applications and grant program regulations, or align grant restrictions across agencies.
2%	Innovation	
2%	Investment Target – Regional Coordination/Planning	Comments pertaining to support or increased funding for regional coordination efforts and planning at the regional/local level.
2%	Investment Targets – General	General comments advocating more funding/resources for programs, communities, or subpopulations.
1%	Causes – Local Factors	Comments suggesting that homelessness is due to issues with the local service system, poverty rates, urban density, and/or a lack of governmental supports.
1%	Causes – Systemic Factors	Comments suggesting that factors such as entrenched poverty or inadequate education to prepare for future self-sufficiency cause homelessness.
1%	Costs of Homelessness	Comments about the long-term impacts of homelessness and the subsequent costs of homelessness to mainstream systems.
1%	Investment Target – Prevention & Rapid Re-Housing	Comments advocating for increased funding for prevention and rapid re-housing models.

Question 1: What do we need to understand about the scope and causes of homelessness?

Children homeless expanded causes of homelessness now in this economic downturn	Causes – economic
Lack of enough permanent supportive housing and affordable housing	Causes – economic
Lack of housing	Causes – economic
Long-term unemployed whose benefits have expired	Causes – economic
Some people cannot exit permanent supportive housing because they cannot obtain employment	Causes – economic
Abuse and trauma that many people have faced in the past continue to affect them.	Causes - family/violence
Scope: 1) history of a family with children (i.e. break the cycle of homelessness) 2) include open discussion with property owners other than the business district.	Causes - family/violence
Vet, mothers of domestic violence	Causes - family/violence
Natural disasters	Causes – local factors
Lack of adequate mental health, substance abuse, and co-occurring disorders services on demand for people , many of whom may end up homeless	Causes – mental health/SA
Lack of stall with knowledge and skim in working with clients with behavioral health problems	Causes – mental health/SA
Mental illness	Causes – mental health/SA
Personal difficulty and grief	Causes – mental health/SA
Substance abuse	Causes – mental health/SA
Causes: 1) domestic violence; lack of a living wage; service industry dependent on outside economy; disabilities; medical/mental/etc…issues; lack of affordable housing; lack of resources; lack of literacy; financial responsibility (money management) where do we teach if? Lack of training in skills sets (employable, marketable); public education system (lack of trade schools & vocational/technical); lack of family planning/unexpected pregnancy; crisis mentality & lack of training (not to manage crisis but how to be proactive& get out); cycle of foster care/CPS system – just age out but don't learn anything	Causes - myriad
Causes: 1) economy – financial crisis 2) living beyond your means; 3) entitlement mentality 4) chronic situation – past experience; 5) loss of hope; 6) mental disability (diagnosed or undiagnosed); 7) lack of resources; 8) ease of access to information and resources	Causes - myriad
Causes: substance alert; mental illness; domestic violence; lack of life skills; lack of education; lack of sustainable jobs; lack of affordable housing; lack of persons recurring SSI & SSDI because of bureaucracy to receive & maintain benefits which has its rights; food stamps is ridiculously hard; some shelters charge $ 4 to $5 day/stay night.	Causes - myriad

Causes: unemployment/under-employment; under-education; children (especially multiple); lack of childcare/affordable childcare; domestic violence; mental health/substance abuse; cost of housing; lack of job skills; natural disasters; delays in social/health service delivery; criminal history; lack of support services; inadequate follow-up; human trafficking; vulnerability of migrant workers/illegal immigrants; aging out of foster care; uncoordinated social services; limited public/private resources; personal accountability	Causes - myriad
Lack of education just formal school but socialization.	Causes - myriad
Lack of opportunities and barriers lead people into homelessness and make it difficult for them to exit homelessness	Causes - myriad
Poverty: 1) unemployment a) criminal histories b) long-term unemployment c) physical/mental disability 2) Unmet health care needs a) physical b) mental 3) lack of resources (capital + human) 4) debt & credit problems	Causes - myriad
Realize multiple causes & solutions individuals & unique. No "one size fits all" cause or solutions	Causes - myriad
Scope & causes: 1) childhood issues unresolved; 2) mental health education – lack of amongst various cultures; 3) not enough mental health dollars; 4) employment – Under - $ under; 5) need to understand one-on-one, – $ to case management – Lack of family support; 6) **prevention on front end;** 7) vastness – all ages races sex; *) healthcare – ex-offenders – AIDS?HIV- – youth- teens – families – elderly, paycheck – chronic; 9) Acceptance of "new normal"; 10) Poorly prepared Faith-based community 11**) it's not ok for Hollywood to make a show called "Crazies" coming soon**.	Causes - myriad
Scope and causes: loss of employment; mental illness; substance abuse; discrimination; domestic violence; people being priced-out of rentals – affordable properties being torn down and replaced by high-end	Causes - myriad
Scope: system of a larger problem and its complex: mental illness, substance, health relations, family issues; economic: lack of skills or abuse situations; lack of education: different mindset – lack of family values, belief that things or wrong only difference is in getting caught; unrealistic expectation, war PTSD etc..; widowed & divorced, children out of wedlock, experiences, media, how raised all give us how we think of things. Difference in beliefs – mom days you would be horrified – as a child we were thrown in the back seat and down the road we went and it was fine- mind sets changed. Experiences change you. Education changes people. We need to shake up those mind sets of social moms. How to deal with internal power of those who have lived on the street so long and are ill, but not aware or willing to allow you to help shift that internal power to empowerment. It is a huge undertaking to give the try to help them move towards change. Housing w/support is the first step towards ending homelessness. Defensible space – empowerment also include treatment.	Causes - myriad
The breadth of stories from clients about the causes of their homeless situation continues to surprise me.	Causes - myriad

The cause: a) unemployment b) death of breadwinner c) mental illness d) underemployment e) health/health insurance f) substance abuse – "the umbrella" g) incarceration/second chances – rehabilitation	Causes - myriad
There is not just one kind of homeless person: employment, healthcare, mental physical, natural disaster, personal difficulty/grief, poverty, lack of resources, disability, debt/credit repair, criminal history, substance abuse	Causes - myriad
What do we need to understand about the scope and causes of homelessness? 1) educating on homelessness and causes you must first understand these causes a) mental illness b) substance abuse c) working poor d) employed but underemployed e) lack of affordable houses f) need financial backing; 2) priorities to deal with the causes education, dedication to causes, financial backing. Also, where transitional programs for homelessness be transition into permanent housing program with other stakeholders. Remove the politics out of homelessness.	Causes - myriad
What do we need to understand about the scope of homelessness? Causes: 1) physical/mental health issues; 2) family history 3) substance abuse; 4) lack of vocational programs; 5) criminal history	Causes - myriad
What matters most?: Holistic solutions, experience of guilt and blame, children on the streets, impersonal and impractical service provision, lack of respect, need for education	Causes - myriad
Failure of war on poverty then led to prevalence of homelessness	Causes – systemic factors
Community perception – **needs** to change!	Communication
Homeless needs a marketing plans: building/development; for educating the public; funding initiatives; eliminating stigma; decriminalizing homelessness; encouraging family support	Communication
It's not just vets or chronically homeless	Communication
Public awareness	Communication
Public needing to be educated about homelessness. Keeping them informed; which segues into our NUMBY problem	Communication
We need policy makers to understand the issue.	Communication
Funding scheme calls all to compete. Agencies all differ w/a piece of solution all competing for control and funding… or seeking diff disguise solutions. For consumer, means you have to negotiate multiple complex systems to figure out how to get help/resources.	Coordinated Federal Grants
Look at distribution of funds because in one county there is more vets, or more women with children or chronically homeless	Coordinated Federal Grants
Build bridges with all agencies – break barriers and focus on the common goal	Coordinated Interagency Strategy
3/5 goals or strategies	Coordinated Interagency Strategy
Address all the different ways where we can intervene: how to fix at different levels, where issues of homelessness can be addressed.	Coordinated Interagency Strategy
More coordination needs to happen from the top (federal government) down.	Coordinated Interagency Strategy
Physiological impact – tend to immediate need, not future needs or impact of current actions	Costs of homelessness

Better definition of homeless consistent in and across all federal agencies	Definitions
Define the deinstitutionalization of the treatment of mental illness	Definitions
Different definitions of homelessness make helping people in a coordinated way difficult.	Definitions
Scope: 1) how do you define/identify (what does homelessness look like?) in rural areas (as compared to, say, Dallas?) define the subsets: on the street, bunked up in the car 2) infants – those who don't want to be housed (some cafeteria plan of services available) 3) individualized care (services) 4) whose definition of self-sufficiency are we reaching to? (vs. survival). If you get a client or population to self-sufficiency, are you done with them? Is that a fair treatment? Advocate for interdependence.	Definitions
Scope: different degrees of homelessness (i.e. chronic, couch surfing, rural areas: living in structures not meant for human habitation;	Definitions
Some cynicism regarding the numbers we're capturing that define the scope of homelessness	Definitions
What do we need to understand about the scope and causes of homelessness? : 1) better definition: HUD vs. Community vs. agencies vs. funds; 2) unrecognized/unknown needs – couch surfing, etc… - poverty reduction; 3) regulations can be self defeating: can cause homelessness; 4) most funding has been focused on individuals or chronic but most of clients are families; 5) Not enough mental health issues dealt with. It's a huge impact; 6) subpopulations of 18-20 year olds have limited supportive services; 7) service to those without residency documentation – allow ability is nebulous: conflicting; 8) deal with a large scope of problems with limited scope of solutions 9) large population of "hidden homeless"	Definitions
Anyone could fall into homelessness. We need to avoid judging people.	Impressions of homelessness
Different in five years	Impressions of homelessness
Fist time homeless impact – lack survival skills * FEAR a) do not know how to manage situation b) loss of transportation, security, funds way of life	Impressions of homelessness
Hopelessness/lack of confidence in being able to obtain employment or exit homelessness	Impressions of homelessness
It's now more prevalent in lower middle class, people homeless for the fist time.	Impressions of homelessness
Lack of understanding about homelessness – it's about more than housing: mental illness issues, poverty issues, etc…	Impressions of homelessness
Next generation of homeless – children aging out of foster care	Impressions of homelessness
The population that is affected: a) children b) families c) elderly d) MHMR	Impressions of homelessness
The scope: a) unimaginable b) magnanimous	Impressions of homelessness
Those that are used to being homeless and chronic they know the programs	Impressions of homelessness
What happened in the 1980's to make homelessness a social justice trend to address	Impressions of homelessness
What is the level/social safety net below which we as a society will let	Impressions of homelessness

people fall?

What matters to me about homelessness? 1) Cyclic 2) poverty number to homelessness and homelessness number to poverty 3) Many subsets of homelessness 4) what's opposite notion of "homelessness"? not "housed"	Impressions of homelessness
What matters to me about homelessness? 1) so many of the same people are still homeless 2) 2+3 generations of homelessness 3) I want the homeless linkage to services 4) that we appropriate enough funds to truly help the homelessness	Impressions of homelessness
What matters: Getting people out of it; no one should have to experience homelessness; symptoms of a problem than a problem; education and misconceptions about homelessness; all humans need shelter, food, water, it's a birth right; no way to do discharge planning; the lack of places for the homeless to go – too many not user friendly or you need a PHD to get through. Also, NIBY – ex-offender who can't get work as a second chance; react & respond & change; it's a problem that needs to be solved and it affects all people and causes issues both good and bad.	Impressions of homelessness
Incentivize a family care at risk for homelessness: 1) create tax breaks for people beyond age of 18 or 21; 2) create incentives for families to care for their own members	Innovation
Provide money to incentivize housing owners/apt owners/landlords to serve person experience homelessness	Innovation
Employment, trade schools, and equal education funding	Investment target – ed/emp
Offer more advanced classes in low income area school districts – "kids who believe, do achieve".	Investment target – ed/emp
Offer more classroom exposure outside of the school along with more resources	Investment target – ed/emp
Offer more education cuts backs for lower income families and individuals	Investment target – ed/emp
Offer more opportunities for young adults who are not interested in higher education	Investment target – ed/emp
Affordable housing	Investment target – housing
more funding for transitional housing – many homeless can and will become self-sufficient given the infrastructure to do so.	Investment target – housing
They only want temporary assistance to get stability.	Investment target – housing
We need more affordable housing stock.	Investment target – housing
HPRP appears to be helping keep shelter capacity where it used to be instead of big increase because HPRP help prevent homelessness	Investment target – prevention & RR
Establishment and maintenance of collaborative environment	Investment target - regional coord/plng
Lack of mandatory collaboration between social service agencies	Investment target - regional coord/plng
Head and find funding for systems abuse or child issues	Investment target – services
Headstart/daycare services	Investment target – services
HUD doesn't pay for services – which doesn't support the overall program. There are more issues than just having a roof over their head. We need money for services, wrap-around care, and staff.	Investment target – services

Lack of counseling/case manager resources to assist now homeless within new situation (need to be able to breakdown situation with individual/family)	Investment target – services
Mental health dollars go hand-in-hand	Investment target – services
MHMR treatment	Investment target – services
Our city has huge gaps in our community of services	Investment target – services
Substance abuse program	Investment target – services
Funding	Investment targets – general
We can meet and discuss all day long but we need money to help people.	Investment targets – general
Barriers between traditional and non-traditional services – how do we remove these barriers	Mainstream system accountability
Discharging people into homelessness from criminal justice or mental health settings creates homelessness. We've never really adequately done discharge planning.	Mainstream system accountability
Lack of leadership coupled with readiness to take this step in the past of leaders of various agencies	Mainstream system accountability
Look at how major institutional failures have failed/crumbled that are precursors to homelessness: MH sys, AO sys, healthcare, moving, employment (and wages that are enough to lift people at/of homelessness	Mainstream system accountability
People should be able to access mainstream benefits quickly and easily – TANF, SNAPS, SSI, SSDI, subsidized housing	Mainstream system accountability
Unorganized large system operating individually are not through system design and system goals, outcomes, etc…	Mainstream system accountability
How do we get to accommodation without funding being the problem?	Misc
Difficulty in accessing HUD funding	Misc
Ending competitive funding	Misc
Ex-offenders missing birth certificates, IRs, transportation. Only people in the same penal system who get the attention of mental health, medical, cms, are those types sentencing acute/crisis episodes. Those c/o those episodes of invisible children problem getting housing and employment.	Misc
Top 5 reasons clients aren't progressing in Dallas showed: employment; budgeting, don't know how to do it w would be good to here volunteer friendship to merge their money; healthcare; housing options; transportation; credit counseling; make wiser use of resources at shelter been of limited case manager for the newly homeless; daily do workshop dealing with homelessness 101	Misc
Look at first 30 days of homelessness, 10 days, 90 days. See top 5 things of services they get to try to end homelessness.	Research
Scope: prevalence among people groups, need good data; underreported (ie, co-habitating families); expanding (especially elderly, disaster victims, veterans, ex-offenders); potential to double this year; PIT counts don't provide an accurate picture; international issue involving immigrants & trafficking; illegal immigrants often invisible	Research

Scope: reliable sub-population data; local and national responsibility; poor planning by bureaucratic persons and systems; more reactions , short-sighted solutions; public policy has contributed to homelessness	Research
Shared understanding of scope and causes "identified barriers"	Research
Understanding secondary interventions vs. primary prevention	Research
What is the impact of criminal background on homelessness	Research
Give people tools they need upon discharge, like a state ID card, to help set them up for success.	System Design
Housing first model. From shelter to PSH	System Design
Identify need – self sufficiency matrix (HUD intake form)	System Design
More one-stop shops	System Design
Need to try to intervene in first 30 days so it's not a pattern.	System Design
The bridge focuses on chronically homeless. 300 sleeping. Day time 300-600 here are stop shop, meals	System Design
The current system is not conclusive with the systems of care in place. (i.e., a woman completes a 4-month drug treatment program, but must spend 5-nithgts in a shelter before she is eligible for HUD funded programs. We put the client at risk and it is not in-line with service agencies missions.	System Design
Treat as a systems approach to address needs in a holistic & comprehensive manner for everyone	System Design
What concerns me about homelessness? 1) can the 30% (towards rent) be reduced? Limits income for those receiving a fixed income. Keeps them in the cycle; 2) Address issues as to how the person became homeless A) accountability B) responsibility; 3) develop a plan to connect area (all) agencies; 4) housing first? Does it work? Clients should meet certain standard before going into housing (i.e. address addiction)	System Design
Community vision and vision to goal to reality	Vision of Success/Indicators of Success
Decriminalization of families and children	Vision of Success/Indicators of Success
What matters: 1) newly homeless – particularly with teens facing shelter 2) children 3) special needs populations	Vision of Success/Indicators of Success

Question 2: What should be the key goals and strategies of the plan that will take us toward this vision?

15%	Communication (external)	Comments highlighting the need for enhanced communication between Federal agencies and communities, concerted strategies to raise public awareness, the need to make information on programs widely available, and for coordinated messaging from agencies.

14%	Investment Target – Services	Comments indicating a need for increased funding for treatment services, early intervention, child-focused services, and life skills training for homeless people.
13%	Mainstream System Accountability	Comments on the responsibility of mainstream systems to address homelessness, and those that pertain to assessment and removal of barriers that drive people to homelessness or complicate access to solutions.
11%	System Design	Comments relating to the promotion of effective system practices or recommended ways of designing homeless systems or delivering homeless assistance.
10%	Coordinated Interagency Strategy	Comments that suggest a need for holistic and coordinated planning across Federal agencies and mainstream systems to better address homelessness.
8%	Investment Target – Housing	Comments suggesting increased funding for housing solutions, including more affordable housing, housing vouchers, PSH, and other specialized housing models.
4%	Investment Target – Regional Coordination/Planning	Comments pertaining to support or increased funding for regional coordination efforts and planning at the regional/local level.
4%	Miscellaneous	A comment that does not fit it any of the thematic codes.
4%	Vision of Success/Indicators of Success	Comments regarding statements or goals pertaining to what a successful homeless system would look like.
3%	Investment Target – Education/ Employment	Comments suggesting a need for increased funding and resources for education and employment strategies for homeless people.
3%	Investment Target – Prevention & Rapid Re-Housing	Comments advocating for increased funding for prevention and rapid re-housing models.
3%	Investment Targets – General	General comments advocating more funding/resources for programs, communities, or subpopulations.
1%	Consumer/stakeholder participation	Comments encouraging input from consumers and other front-line and local stakeholders in the planning and decision-making processes.
1%	Coordinated Federal Grants	Comments suggesting the need to pool funding, better coordinate funding applications and grant program regulations, or align grant restrictions across agencies.
1%	Data Collection and Reporting	Comments advocating for consistent and streamlined data collection and reporting requirements across agencies, including issues with HMIS.
1%	Performance-based Funding	Comments promoting greater accountability for local programs and grantees, investment in performance, and the shifting of resources away from poorly performing strategies and programs.
1%	Potential Revenue	Comments presenting ideas on new revenue sources that could be used to fund proposed interventions.

1%	Technical Assistance (TA)	Comments related to the need for training and provision of technical assistance to improve use of federal resources and to disseminate effective strategies and best practices.

Question 2: What should be the key goals and strategies of the plan that will take us toward this vision?

Communication to public about available resources	Communication
De-stigmatize the perception of the homeless and homelessness	Communication
Educate our children at home and in school about responsibility and character building and teach them life skills	Communication
Engage the homeless in planning (not necessarily in the board which can be intimidating)	Communication
Marketing campaign to educate the general public towards greater understanding/compassion for causes of homelessness, vis as vis the pink ribbon branding & awareness for breast cancer (a paradigm shift of cultural understanding)	Communication
More education about how a person becomes homeless	Communication
More education about social, family, government support	Communication
More public awareness about homelessness	Communication
National campaign initiative to educate everybody about positive means to alleviate homelessness (acceptable definition of homeless-nationwide)	Communication
Raise political awareness of cost-benefit analysis of homelessness	Communication
We submit date to the state and federal governments, but we don't get any data back. We would like two-way communication.	Communication
Representative union: case workers, counselors, outreach workers, etc. (IN WASHINGTON) (HAVE A VOICE)	Consumer/stakeholder participation
Align federal grants: VA, HUD, HHS, USDA, DOJ (utility of housing, supportive services, etc…)	Coordinated Federal Grants
Collaboration of agency	Coordinated Interagency Strategy
Develop a collaborative infrastructure within agencies (processing discharge)	Coordinated Interagency Strategy
Engage government at all levels national and state, especially state	Coordinated Interagency Strategy
Goals: a) deep intergovernmental alignment of planning and funding b) substantive participation by state interagency councils	Coordinated Interagency Strategy
Need more coordination among federal, state, county, and city governments	Coordinated Interagency Strategy
Take an umbrella approach in the community to address homelessness & end homelessness instead of providers being in their own silos competing for funds.	Coordinated Interagency Strategy
We need more communication and coordination among the government, nonprofit, and private sectors	Coordinated Interagency Strategy
Unified intake forms	Data Collection and Reporting
Comprehensive employment opportunity/strategy	Investment target – ed/emp

Increase vocational tech	Investment target – ed/emp
Affordable housing	Investment target – housing
Affordable, accessible housing	Investment target – housing
Increase affordable housing to felons by 50%	Investment target – housing
Make available more supportive housing and affordable housings that meets standards. City governments should put limits on amounts to charge for rents.	Investment target – housing
More affordable housing for underemployed and homeless	Investment target – housing
Successful housing program with wrap around homeless services	Investment target – housing
Establish successful prevention with homelessness	Investment target – prevention & RR
Make available more preventative services to keep people from being homeless in the first place.	Investment target – prevention & RR
Goals - programs being more efficient including centralized planning among agencies	Investment target - regional coord/plng
Increase coordination among service providers	Investment target - regional coord/plng
Integration of stouts social services providers, schools, businesses, churches, all working on a solutions.	Investment target - regional coord/plng
Access to health care	Investment target – services
Broadening of mental health care system: address more diagnoses, i.e. DSM IV individual counseling (more time); i.e. Northstar value options offers only med management	Investment target – services
Central resource facility and federal incentive for funding a CRF in each community for rapid assessment and device delivery and one-stop for meeting and accessing all needs	Investment target – services
Increase funding for social services	Investment target – services
Increase supportive services by 75%	Investment target – services
Provide for childcare/income qualified	Investment target – services
Provide funding for social services (i.e., life skills classes)	Investment target – services
Strategies - Expand housing based supportive services to prevent homelessness in subsidized housing	Investment target – services
Strategy - emphasis on mental health/substance abuse & impact on homelessness & poverty cycles	Investment target – services
Substantive services tailored to individual	Investment target – services
Proper funding levels	Investment targets – general
Strategy - tailor programs to match key populations (seniors, families, regionalism, suburban vs. urban vs. rural, veterans, etc…)	Investment targets – general
Alleviate gaps of continuum of services	Mainstream system accountability
Change ideas of agency responsibility-stop the idea of scarcity - there are enough resources to go around	Mainstream system accountability
DC planning in all jails and prisons in consultation with homeless and mainstream providers	Mainstream system accountability
Discharge planning coordination from major systems: criminal justice, mental health, transitional housing, physical health	Mainstream system accountability

Effective discharge planning from: a) incarceration b) mental institutions c) homeless shelters	Mainstream system accountability
Everyone takes responsibility	Mainstream system accountability
More help without humiliation and red tape	Mainstream system accountability
Reduce the wait period for disability benefits to 3-months	Mainstream system accountability
Strategy - increase accessible to clients	Mainstream system accountability
How do we make it easy/common for trained people with proper skills & criminal background to get hired? & housing? & services?	Misc
Less environmental stressor	Misc
Our services are sometimes fragmented because we have to keep our own agencies going, so we don't have as much time to collaborate as we'd like	Misc
Mandatory collaboration between social service agencies	Performance-based funding
Fully-funded housing trust funds	Potential revenue
Benefits quickly using SOAR trained specialist partnerships with developers and apartment owners for development and or set asiders	System Design
Create a centralized system of delivering services	System Design
One-stop social service centers	System Design
Re: evaluating role of missions and design and implement new role for emergency shelters more in line with process improvement	System Design
Single application for federal benefits	System Design
Visions - more one-stop-shops (San Antonio, TX Haven of Hope)	System Design
We need comprehensive case management and community problem-solving	System Design
We need to use different strategies for different subpopulations; we keep doing the same things and getting the same results. We're not a cookie cutter process	System Design
Best practices for specific types of homeless services, i.e. the way housing first was publicized & practitioners in field were trained & educated on it & how to do it. Using professional staff, licensed, certified, etc…	Technical Assistance (TA)
Decrease homelessness by 75%	Vision of Success/Indicators of Success
Deploy resources effectively	Vision of Success/Indicators of Success
Goals - higher level of transitional/temporary assistance (vs. permanent or 1 time only)	Vision of Success/Indicators of Success

Question 3: How can federal resources and practices be wisely-aligned and cost-effectively applied to amplify our state/local work?

15%	Coordinated Federal Grants	Comments suggesting the need to pool funding, better coordinate funding applications and grant program regulations, or align grant restrictions across agencies.
12%	Investment Targets – General	General comments advocating more funding/resources for programs, communities, or subpopulations.
10%	Mainstream System Accountability	Comments on the responsibility of mainstream systems to address homelessness, and those that pertain to assessment and removal of barriers that drive people to homelessness or complicate access to solutions.
8%	Coordinated Interagency Strategy	Comments that suggest a need for holistic and coordinated planning across Federal agencies and mainstream systems to better address homelessness.
7%	Data Collection and Reporting	Comments advocating for consistent and streamlined data collection and reporting requirements across agencies, including issues with HMIS.
7%	Performance-based Funding	Comments promoting greater accountability for local programs and grantees, investment in performance, and the shifting of resources away from poorly performing strategies and programs.
5%	Flexibility	Comments suggesting a need to maintain or enhance the flexibility and versatility of funding and programming for homeless services.
5%	Miscellaneous	A comment that does not fit it any of the thematic codes.
4%	Investment Target – Regional Coordination/Planning	Comments pertaining to support or increased funding for regional coordination efforts and planning at the regional/local level.
4%	System Design	Comments relating to the promotion of effective system practices or recommended ways of designing homeless systems or delivering homeless assistance.
3%	Definitions	Comments requesting consistent definitions and common requirements to document homelessness and other related terms.
3%	Investment Target – Prevention & Rapid Re-Housing	Comments advocating for increased funding for prevention and rapid re-housing models.
3%	Investment Target – Services	Comments indicating a need for increased funding for treatment services, early intervention, child-focused services, and life skills training for homeless people.
3%	Technical Assistance (TA)	Comments related to the need for training and provision of technical assistance to improve use of federal resources and to disseminate effective strategies and best practices.

2%	Investment Target – Education/ Employment	Comments suggesting a need for increased funding and resources for education and employment strategies for homeless people.
2%	Research	Comments suggesting areas where we need more research to inform strategy development of homeless assistance.
1%	Communication (external)	Comments highlighting the need for enhanced communication between Federal agencies and communities, concerted strategies to raise public awareness, the need to make information on programs widely available, and for coordinated messaging from agencies.
1%	Consumer/stakeholder participation	Comments encouraging input from consumers and other front-line and local stakeholders in the planning and decision-making processes.
1%	Innovation	
1%	Investment Target – Housing	Comments suggesting increased funding for housing solutions, including more affordable housing, housing vouchers, PSH, and other specialized housing models.

Question 3: How can federal resources and practices be wisely-aligned and cost-effectively applied to amplify our state/local work?

Education public communication about face of homelessness	Communication
Hearing front line workers needs and perspectives and incorporating their ideas into planning	Consumer/stakeholder participation
Adapt program to allow for differences in need	Coordinated Federal Grants
Coordinated RFP process	Coordinated Federal Grants
Could HUD & SAMHSA make apparent their partnership, say in their RFP process? Address the disconnect	Coordinated Federal Grants
Does the federal government have something to do with the sustainability of agencies in terms of operating support – revisit cap on community services block grants fund	Coordinated Federal Grants
Facilitate successful grant writing	Coordinated Federal Grants
Have one set of standards and outcomes to be measured	Coordinated Federal Grants
HUD function as partner rather than police officer in granting process including continuum of care and HPRP & emergency shelter grants. Currently it's an unforgiving process.	Coordinated Federal Grants
Incentive funding leaves the broader population left behind	Coordinated Federal Grants
Increase duration of grant awards to enable more effective long-term planning (example: ESG from annual to 3-year award)	Coordinated Federal Grants
Make program regulations less restrictive example: HUD has made HPPP a nightmare	Coordinated Federal Grants
Return TX dollars to TX	Coordinated Federal Grants
Single application process/application for federal support	Coordinated Federal Grants

Streamlined parameters for applying for/receiving dollars and then demonstrating accountability	Coordinated Federal Grants
We'd support a simple, streamlined continuum of care process as opposed to a triple process, while preserving requirement of collaboration	Coordinated Federal Grants
Federal agencies work together so we can too, at the state and local level	Coordinated Interagency Strategy
Focus on prevention (TBI & PTSD, for example) and all federal agencies & services need to coordinate on that prevention	Coordinated Interagency Strategy
I would like to see HUD collaborate with dept. of education and Health and Human Services (integrated collaboration)	Coordinated Interagency Strategy
Improve coordination & compatibility among federal agencies	Coordinated Interagency Strategy
Include businesses; private sector	Coordinated Interagency Strategy
Interagency council actually works in the spirit it was put together; example: HUD & HHS	Coordinated Interagency Strategy
True collaborations to meet community wide needs for everyone	Coordinated Interagency Strategy
Data integration opportunity – various streams of data coming from different federal agencies, state, and local	Data Collection and Reporting
Fix HMIS	Data Collection and Reporting
Have an effective database that can help you make your case for funding and service development.	Data Collection and Reporting
Have enough funding for all users to have current software and user licenses	Data Collection and Reporting
Streamline and consolidate reporting requirements and outcome measurement	Data Collection and Reporting
Streamline reporting to state and feds & only collect bare minimum	Data Collection and Reporting
Alter some issues surrounding HPRP a) citizenship b) broaden definition of "imminent threat' and c) add foreclosure prevention component	Definitions
Broaden criteria for HUD funding – too many individuals fall through the cracks	Definitions
Look at HUD charges 30% of annual income – why is it on monthly income; why can't it be on gross income – clients have fixed incomed	Definitions
Fund jurisdictions with fewer restrictions	Flexibility
Give local CoCs the ability to determine how federal funds should be used in their community.	Flexibility
Let the state/local people effectively administer the resources	Flexibility
Make funding less restrictive and more flexible.	Flexibility
More flexibility in designing the programs to meet local needs. Rural areas need more transportation dollars	Flexibility
For profit companies & provide tax incentives to build affordable housing. This process would provide jobs & coordinate services to ensure successful independent learning	Innovation
Continue to fund job training	Investment target – ed/emp
DOL could help fund employment/positions in collaboration with private sector employers	Investment target – ed/emp
Target transitional & permanent housing programs	Investment target – housing
Continue to allocate funding for homelessness prevention and life skills training	Investment target – prevention & RR

Designate more resources towards prevention	Investment target – prevention & RR
Focus on prevention (TBI & PTSD, for example) and all federal agencies & services need to coordinate on that prevention	Investment target – prevention & RR
Federal agencies facilitate work at state/local level – sustained operational support	Investment target - regional coord/plng
Give the area (Cocs) planning councils more of a voice in setting community priorities and allocation	Investment target - regional coord/plng
Regional approach to funding of homelessness grants similar to shelter plus care	Investment target - regional coord/plng
Regional concept/collaborative for economies of scale	Investment target - regional coord/plng
Figure out a way to build in or include the supportive services into the continuum of services so that service providers can meet the goals	Investment target – services
More flexibility in designing the programs to meet local needs. Rural areas need more transportation dollars	Investment target – services
Need HUD dollars for support services	Investment target – services
5% administration on grants is not enough. Date collection alone takes time	Investment targets – general
Allow use of federal funds to raise funds even if only 1%	Investment targets – general
Allowable allocation for HUD grants needs to be increased	Investment targets – general
Also dialogue at length "what about felons?"	Investment targets – general
Establish more site based housing for chronically homeless they can receive all services as needed	Investment targets – general
Give people (agencies0 the money they need to do their work. If we had that, we wouldn't have gaps in services. We need to pay staff to facilitate collaboration.	Investment targets – general
Have enough funding for all users to have current software and user licenses	Investment targets – general
How do we keep good workers? Invest money in your workers so they will continue to perform well. Pay for continuing education, helping people to advance in their careers.	Investment targets – general
Improving efficiency in getting residents quickly into STC and public housing/VASH/Shelter plus care needs additional resources for supportive services/admin.	Investment targets – general
Increase % of administrative efforts funded	Investment targets – general
Increase funding for emergency individually and for families	Investment targets – general
Child care standards & regulations; extreme difficulty to do business required to finger print all. Great expense to agency. Staff volunteers children. Monopoly on the agency used for fingerprinting continuous	Mainstream system accountability
Extreme issues with HIPPA; stops communication with institutions sharing	Mainstream system accountability
If a felon is 1997 – connect get food stamps condemning people cutting off benefits & jobs	Mainstream system accountability
Increase speed with which people can access mainstream resources: SNAPS, TANF, Medicaid, SSI, subsidized housing	Mainstream system accountability
Need discharge planning for people leaving institutions. Federal agencies could mandate discharge planning in the institution they fund.	Mainstream system accountability

Provide people exiting institutions with ID cards and medications – and hopefully, housing.	Mainstream system accountability
Reduce time to apply for mainstream benefits (or ensure)	Mainstream system accountability
Streamline the bureaucracy of funding to service providers on the local level	Mainstream system accountability
Too many layers of bureaucracy by the time dollars get to the homeless person (federal, state, local, nonprofit, get funds directly from the federal government)	Mainstream system accountability
Annual surveys submitted by grantees grading federal participation/support to funded programs	Misc
No responsibility without authority	Misc
Shifting our national values: value people more	Misc
Stop being one-way mandates	Misc
Tighten regulation on management compensation	Misc
Holding agencies responsible for results and best practices	Performance-based funding
Performance based contracting	Performance-based funding
Reward agency employees who do well, who increase their skills, etc…	Performance-based funding
Strategies that maximize states effectiveness in bringing federal dollars back to fund homeless services	Performance-based funding
Streamline and consolidate reporting requirements and outcome measurement	Performance-based funding
Streamlined parameters for applying for/receiving dollars and then demonstrating accountability	Performance-based funding
Increase evaluation – not necessarily within HUD but at the agency level	Research
Survey the people who provide housing services to better implement	Research
Create a unified network for local, state, federal, nonprofit organizations to enter information for clients and services given so can reduce duplication of services	System Design
Duplicate successful methodologies of housing throughout the nation	System Design
Have a single application for all federal benefits	System Design
We need to create more one-stop centers that concentrate our efforts rather than have multiple sites.	System Design
Focus on capacity-building rather than "handouts"	Technical Assistance (TA)
More focus of leadership around T/A – possibly in terms of best practices	Technical Assistance (TA)
Someone has to take HMIS responsibility for fixing it. Complex problem, have to address problems at each level of the system and develop standards QA assistance.	Technical Assistance (TA)