

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

**External Stakeholder Input Report: Region 1 Regional Interagency Council on
Homelessness (ICH) Stakeholder Input**
February 9, 2010 **Boston, Massachusetts**

Attending:

Gerry Carmichael, VA
Kim Chouinard, Rhode Island Department of
Education
Peter D. Cirioni, Education of Homeless Children &
Youth, MA Department of Elementary &
Secondary Education
Abner Concepcion, VBA
Elizabeth Curtis, MA IC Housing & Homelessness
Meta Cushing, GSA
Kurt Czarnowski, SSA
Steve Dombrowski, CT Dept of Labor and Office for
Workforce Competitiveness
Lynda Thistle Elliott, New Hampshire Department of
Education
Patrick Flood, Vermont State Interagency Council on
Homelessness
Kristine Foye, HUD

Nancy Fritz, Maine State Interagency Council on
Homelessness
Jay Healy, Homeless Initiatives, State of Maine
Mary Ann Higgins, HHS-ACF
Paul Jacobsen, HHS
Tom Kilmurray, HHS-ACF
Barbara Mahoney, DOE
Tim Martin, DOL
Mike Mulcahy, Vermont DOE
Suzanne D. Pouliot, DOL-ETA
Sam Rofman, VA
Betsy Rosenfeld, HHS-OPHS
Maureen Ryan, New Hampshire State Interagency
Council on Homelessness
Noreen Shawcross, Rhode Island State Interagency
Council on Homelessness
Bob Shumeyko, HUD
Grace Whitney, CT DOE

*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

Jennifer Ho and John O'Brien

Facilitators

Lisa Abby Berg and Samantha Tan; Graphic Artist: Kelvy Bird

Meeting Summary

Jennifer Ho welcomed the group and facilitated introductions. She 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 facilitators 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, Jennifer 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?

18%	Costs of Homelessness	Comments about the long-term impacts of homelessness and the subsequent costs of homelessness to mainstream systems.
18%	Impressions of Homelessness	Comments about the experience of homelessness itself.
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.
8%	Causes – Myriad of Factors	Comments indicating there are numerous causes of homelessness, as opposed to one specific cause.

5%	Causes – Economic	Comments stating that homelessness is caused by faltering local economies, a disconnect between income and housing costs, or lack of employment opportunities.
5%	Causes – Family/Violence	Comments related to family instability, violence, and lack of support networks as a cause of homelessness.
5%	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.
5%	Definitions	Comments requesting consistent definitions and common requirements to document homelessness and other related terms.
5%	Miscellaneous	A comment that does not fit it any of the thematic codes.
5%	System Design	Comments relating to the promotion of effective system practices or recommended ways of designing homeless systems or delivering homeless assistance.
3%	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.
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 – 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.
3%	Research	Comments suggesting areas where we need more research to inform strategy development of homeless assistance.

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

Economic shifts in employment/occupations that require low education levels are gone	Causes – economic
Economics..tenuous nature	Causes – economic
Economy: How has it affected the scope? Unemployment, mortgage crisis, lack of donations to non-profits	Causes – economic
Just get 2 or 3 jobs to make ends meet	Causes – economic
Lack of jobs must have an impact. People within four weeks of finding themselves homeless.	Causes – economic
Poor credit histories	Causes – economic
Poor low income – not sophisticated enough to make it	Causes – economic
There are so many homeless people and the number is increasing due to current economy	Causes – economic
Working homeless due to non-livable wages	Causes – economic
Working poor – not enough low income housing	Causes – economic
Breakup of communities and families...some communities have glue and no homelessness factors that lead to break-down	Causes - family/violence
Does homelessness cause some breakup of community or is it the other way around?	Causes - family/violence
Other reasons for homeless – children, women, fleeing domestic violence	Causes - family/violence
Women and single women (military, DV) are increasing populations – complex, struggling	Causes - family/violence
Frustrations in seeing differences in communities...sometimes less, can't get a grip on it.	Causes – local factors
Inability of agencies to provide supportive actions in a cooperative action. Splitting families, for example.	Causes – local factors
Population...higher ratios? Any correlation?	Causes – local factors

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20% of homeless with mental disease are veterans. Largest provider is Bexan city Jail for mental disorders. Jail diversion and reentry for veterans in Texas. It's cheaper to treat mental health in MHMR/VA facility rather than jail.	Causes – mental health/SA
Active choice matter % policy – limiting hospitalization for mentally impaired	Causes – mental health/SA
Catastrophic health problems	Causes – mental health/SA
Chronic homeless issues (drug/mental/alcohol/medical etc...)	Causes – mental health/SA
Chronically homeless/people are mentally ill. Being displaced from the sheltering system by the influx of poor families.	Causes – mental health/SA
Homeless people with serious mental illness have difficulty caring for themselves and need more support	Causes – mental health/SA
Many people have experienced physical and sexual abuse and have not addressed those issues and continue to be affected by them	Causes – mental health/SA
Military services started cycle- alcoholism, PTSD, substance abuse, mental illness	Causes – mental health/SA
Need to include homeless populations and sub-populations when considering health needs	Causes – mental health/SA
Substance abuse and mental health issues	Causes – mental health/SA
Visibility of homeless – mentally ill and substance abuse	Causes – mental health/SA
Causes of homelessness: economy, mental illness, bad choices, substance abuse	Causes - myriad
Challenges of different constituencies: families, mentally ill, youth, veterans. It's not one thing. It's different kinds of things.	Causes - myriad
Homelessness is an affordable housing issue. (drug, alcohol, mental health, etc...)	Causes - myriad
Lack of understanding of the issues that impact people and cause homelessness: substance abuse, mental health, lack of skills for jobs and independent employment	Causes - myriad
Limited safety net	Causes - myriad
Medical issues, economic homelessness address the specific issues because they can't all be lumped into one category of "homeless"	Causes - myriad
Multi dimensional – individual & family level. Basic needs are not being met. Fundamental right to have basic needs met. Homelessness looks different depending on where we are (rural is often overshadowed)	Causes - myriad
Myriad consequences for child/family: "no prom dress"	Causes - myriad
Scope & causes: 1. Unemployment and uninsured health costs – lack of access to employment and affordable health care. 2. Mental health is a risk. Idaho has poor public support for critical services to support mental illness, disability, or multi-occurring illness.	Causes - myriad
Summary Analysis of the scope and cause of homelessness. What works with chronic, families and children. Challenges dealing with the new middle class poor. Lack of political will still around with respect to homelessness. Emphasis of cost of preventing homelessness vs. cost of homelessness services.	Causes - myriad
Transportation and health care	Causes - myriad
Understandable causes: Every case is different.	Causes - myriad
Variables of causes and range of causes	Causes - myriad
Criminal histories even very old history	Causes – systemic factors
People falling from other program	Causes – systemic factors
Person unable to access services (health, legal, social, etc)	Causes – systemic factors
Vulnerable population leads to more/deeper issues	Causes – systemic factors
All available resource are not known by practitioners. HUDs homeless peer to peer conference sharing of best practices. RHYTTA-HHS Runaway Youth	Communication
Need more awareness-raising	Communication
Ongoing projects – help generate "a purpose"	Communication
Politicians should be on board to ICH plan in five years	Communication
Society perceptions. Society interaction forcing intervention	Communication
Still acceptable at some level	Communication
Understand how to help as an individual as well as a society/government, etc.	Communication
Always get input from clients...keep listening to their stories. Ex: Housing First Model generate by listening to homeless Vets.	Consumer/stakeholder participation
DOJ, HUD, DOL—funding one grantee	Coordinated Federal Grants
Expenses to appropriate dollars effectively based on core issue of homeless	Coordinated Federal Grants
Federal maintstreamed funds should be provided via incentives rather than mandates	Coordinated Federal Grants

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Integrated funding streams from fed agencies so fed agencies funds work together	Coordinated Federal Grants
Interagency RFPs	Coordinated Federal Grants
Linked grants, i.e., health, transportation. Central mechanism be established.	Coordinated Federal Grants
Better coordination among federal agencies	Coordinated Interagency Strategy
Better discharge planning/coordination among fed/state/local so that institutionalized individuals are not discharged into homelessness	Coordinated Interagency Strategy
Clarify what it means to end homelessness – what is a satisfactory outcome. Is transitional housing a solution? Or is it permanent housing? PSH?	Coordinated Interagency Strategy
Collaboration between HUD and VA	Coordinated Interagency Strategy
Concentrate and coordinate among federal among one community at a time	Coordinated Interagency Strategy
Decrease the number of steps for decision making	Coordinated Interagency Strategy
Elimination of red tape at federal level	Coordinated Interagency Strategy
Enhance coordination through and among federal, state, and local provers. Example: re-engaging the regional Interagency Council on homelessness, Texas Homeless Coalition, etc.	Coordinated Interagency Strategy
Homelessness covers all services (holistic approach)	Coordinated Interagency Strategy
If homelessness increases, what can be done/how can we work together?	Coordinated Interagency Strategy
Increased focus on planning for the future	Coordinated Interagency Strategy
Need a focus on Housing Management – with view of requirement vs. supply.	Coordinated Interagency Strategy
Priority—among all collaborative agencies	Coordinated Interagency Strategy
Strategies at macro and micro level	Coordinated Interagency Strategy
The purpose of the FSP should be to coordinate: outcomes, definitions, reporting structures, analysis, funding opportunities. Currently, the federal agencies operate silos – setting the example for the states	Coordinated Interagency Strategy
We need a National Housing Policy	Coordinated Interagency Strategy
Cost over multiple systems not accounted for; societal cost; family cycles	Costs of homelessness
Effects all aspects of society	Costs of homelessness
Families: effect on child development. Funds spent on pre-school that don't reach children of homeless families. Homelessness effectively jeopardizes each of those children for a lifetime. The breakdown of family creates a circle of poverty and dysfunctionality continues.	Costs of homelessness
Hidden costs: overflow of the costs of homelessness into other social systems (and costs never get connected)	Costs of homelessness
Homeless children are traumatized—not “school-ready”	Costs of homelessness
Impact on children matters	Costs of homelessness
Impact on community's “big picture”	Costs of homelessness
Investments in homelessness means less money for education, employment training, future.	Costs of homelessness
Substantial impact on children/youth	Costs of homelessness
Summary Analysis of the scope and cause of homelessness. What works with chronic, families and children. Challenges dealing with the new middle class poor. Lack of political will still around with respect to homelessness. Emphasis of cost of preventing homelessness vs. cost of homelessness services.	Costs of homelessness
Tax consequences low priority but is still a valid concern. People miss out on family-friendly credits/benefits. Could be a lot of money. Potential resource.	Costs of homelessness
The impacts on the communities and the individuals who must have the experience – long-term costs to individuals (i.e. challenges to school age children and their future prospects)	Costs of homelessness
What matters? Homelessness is a destructive force that undermines individuals, families, and communities by destroying “ladders” to return to community participation, employment, and positive self-esteem. Current economic factors increase likelihood of long-term homelessness for an increasing number of individuals and families.	Costs of homelessness
Data for tracking homelessness (need for improvement)	Data Collection and Reporting
Have access to better data	Data Collection and Reporting
HMIS help understand	Data Collection and Reporting
Identifying gaps – data sharing agreements	Data Collection and Reporting
Need to incorporate all data available, not only housing data	Data Collection and Reporting
Scope – data collection – streamlining and coordinating is key. Integrate HMIS and Homeless Veteran Registry. Hire homeless youth to collect data on homeless youth	Data Collection and Reporting

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Silos – one reporting system for all homeless data would be helpful instead of USED report, AHAR, Vets, etc.	Data Collection and Reporting
7 different definitions of homelessness – varying eligibility criteria – difficult to provide services	Definitions
How is it defined? How to capture numbers? What about number of people sleeping on friends couch?	Definitions
It happens before they meet the definition.	Definitions
Need a common definition of homelessness (HUD of McKinney vs education)	Definitions
Need a common understanding of homelessness; homelessness is inclusive of families, preschoolers, etc. There are vastly differently definitions of homelessness; need to be inclusive of the entire continuum – from housing instability to chronic homelessness; different faces	Definitions
Need consistent definition within McKinney Vento (DOE vs HUD) to get accurate count/handle on scope of problem.	Definitions
Not an agreed upon definition of homeless	Definitions
Waiving rules, flexibility census-hiring more services when get temporary job	Flexibility
Change in homelessness: it has become low-income housing, essentially	Impressions of homelessness
Childhood homeless begets adult homelessness	Impressions of homelessness
Chronic homeless – not a homogenous group – substance abuse/mental health problems	Impressions of homelessness
Demographics are critical – changing, dynamic (ex. Women veterans)	Impressions of homelessness
Disappropriate % of homeless or veterans	Impressions of homelessness
Don't focus enough on causes.	Impressions of homelessness
Don't look homeless in the eye – act like they don't exist	Impressions of homelessness
Don't want it to happen to people. If it does want to house them quickly before other things start happening	Impressions of homelessness
Face of homelessness has changed. Now poor families and permanent approach is to shelter, not solve. It becomes a norm.	Impressions of homelessness
Given opportunity to succeed, people not always successful in maintaining housing	Impressions of homelessness
Homelessness is living in chaos, difficult to climb out of	Impressions of homelessness
Human rights of homeless individuals?	Impressions of homelessness
Humanity and respect don't devalue their ability to effectively participate in their community	Impressions of homelessness
Identity matters	Impressions of homelessness
Individuals choosing "homeless"	Impressions of homelessness
Invisible people matter.	Impressions of homelessness
It's amazing and sad that homelessness still exists in the U.S., land of wealth and opportunity	Impressions of homelessness
Lots of homeless people don't want to be homeless but they tend to adapt to it	Impressions of homelessness
Many different faces	Impressions of homelessness
People assume people are homeless because of poor planning	Impressions of homelessness
People think people are not really homeless – out scamming when they are panhandling	Impressions of homelessness
People want to be homeless	Impressions of homelessness
Political will is non-existent. Follow the money to see what is important.	Impressions of homelessness
Real suffering	Impressions of homelessness
Stereotypes: societal view of homeless and the lack of sensitivity to the individual issues.	Impressions of homelessness
That it exists and is increasing in the wealthiest county on earth	Impressions of homelessness
That it is appalling.	Impressions of homelessness
The concept of homeless people needs to change. The "traditional" homeless man is no long accurate or comprehensive. Accordingly, traditional models like shelters is no longer suitable for the entire population.	Impressions of homelessness
Waste of human capital.	Impressions of homelessness
We have the means to end homelessness and are not doing it. Very tragic.	Impressions of homelessness
Incentivize vy doing things such as providing tax breaks for housing people	Innovation
What we have learned through disasters. How to capture successful responses into concrete "real world situation"	Innovation
Why aren't there more successful programs? Are we not marketing what works? There are successful programs, but we need more of them.	Innovation
Making sure kids are identified and controlled in school. Public schools are the largest service provider for homeless kids/families/youth serve and an effective prevention agent	Investment target – ed/emp

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Opportunity and education	Investment target – ed/emp
Access to mainstream benefits is critical. Build more housing for public housing and section 8, etc. to avoid waiting lists that are long and help people get SSI, SSDI, Medicaid, SNAPs	Investment target – housing
Changing the focus from emerging shelter to prevention and rapid re-housing	Investment target – housing
Creating safe, stable housing that meets the needs of our clients.	Investment target – housing
Deal with massive need for affordable housing	Investment target – housing
Focus on keeping people housed.	Investment target – housing
Identify unused resources (eg buildings) and convert with political will to one-step shelter.	Investment target – housing
It's the housing, stupid – safe, comfortable, affordable	Investment target – housing
Keep them housed – Stability, Ongoing support forever.	Investment target – housing
More subsidized housing and supportive housing	Investment target – housing
Need the entire continuum. Shelter – Transitional – Permanent.	Investment target – housing
Needs for long term support, permanent supportive housing	Investment target – housing
Provide housing including supportive services	Investment target – housing
We know Housing First works. The supply doesn't always meet demand – need to continue to support shelter programs.	Investment target – housing
Developing and sharing strategies for prevention and housing people	Investment target – prevention & RR
Getting early on case management and resources in line to help prevent home foreclosure	Investment target – prevention & RR
More focus on prevention – intervene early and address core issues	Investment target – prevention & RR
Prevention matters	Investment target – prevention & RR
Prevention needs to be a high priority (investments in supports that are longer term than one month).	Investment target – prevention & RR
We need to work as hard at preventing homelessness as solving it. Prevention is key.	Investment target – prevention & RR
What matters – PREVENTION – must invest	Investment target – prevention & RR
Local ICHs serve as clearinghouse	Investment target - regional coord/plng
Need funding targeted to support coordination/coalitions and regional and state interagency councils	Investment target - regional coord/plng
Case management where needed.	Investment target – services
Connect people with services as quickly as possible – it shorten time people are homeless	Investment target – services
Deal with individuals in a holistic ways. Complex and be able to look at this in a broader sense – means education, health care, etc...	Investment target – services
Dedicated supportive services funding is critical to keeping people housed	Investment target – services
Family counseling.	Investment target – services
Get all states on board with HHS/SSA's "SOAR" projects. Get federal funding for SOAR projects to expand to all states to provide for more entities to be trained	Investment target – services
Housing providers not doing the care management but individual come to housing with supportive services	Investment target – services
Increased focus on life skills and financial literacy	Investment target – services
Lack of comprehensive service providers	Investment target – services
Long-term resources for case managers, facilities for placement, continued partnerships	Investment target – services
Provide housing including supportive services	Investment target – services
Resources need to be available to provide holistic service delivery to prevent and stop homelessness	Investment target – services
Service doesn't match needs of individual	Investment target – services
Services not just about building shelter	Investment target – services
Substance abuse and mental health issues lack of follow up services/life skills	Investment target – services
Supportive services for mental health and daily living.	Investment target – services
Supportive Services i.e., housing counseling, education and employment.	Investment target – services
Continuum of homelessness: need to sustain person in their house is key and quickly get them back to a house – need income, health care, etc. to do this	Investment targets – general
Develop programs that accept the homeless regardless of their sobriety	Investment targets – general
Focus on 17-24 increase a good thing if addressing that group. Prevention greater in chronic.	Investment targets – general
For children better identification. Funding for children in transition.	Investment targets – general
Growing populations: youth and elderly	Investment targets – general
Limited resources – in CA <u>very</u> high cost	Investment targets – general

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Magnitude of problem is huge.	Investment targets – general
People need PO Box, some type of address to receive mail, i.e., tax refund checks and other important correspondence	Investment targets – general
Recommend immediate resources—housing, food, cash—without financial qualifying restrictions	Investment targets – general
Underserved population: homeless single adult women	Investment targets – general
We need permanent fixes, not band-aids.	Investment targets – general
We should focus resources on the family and the support system they should be providing.	Investment targets – general
Access to mainstream benefits is critical. Build more housing for public housing and section 8, etc. to avoid waiting lists that are long and help people get SSI, SSDI, Medicaid, SNAPs	Mainstream system accountability
Cause – inadequate transitions from corrections, foster care, mental health facilities, military	Mainstream system accountability
Endless loop of looking for help leads to frustrated individuals. Transfers to numerous NPOs, agencies	Mainstream system accountability
Ensure access to programs that families are eligible for such as SNAP, Health. Strengthen collaborations and eligibility enrollment.	Mainstream system accountability
Failed systems, i.e.: prison, parolees coming out become homeless	Mainstream system accountability
Frustrating to feel there are (SSA) potential solutions...how to get it to people...navigate the process.	Mainstream system accountability
Funds spent on pre-school that don't reach children of homeless families.	Mainstream system accountability
Getting homeless individuals on mainstream benefits.	Mainstream system accountability
How do we make process more seamless for individuals or families experiencing homelessness? Silos, turf issues, sep. processes, communication lacking	Mainstream system accountability
Inadequacy of federal partners to correctly allocate resources	Mainstream system accountability
Level of assistance. Folks that are mentally disabled and homeless are usually approved. Who helps those not meeting disability requirements?	Mainstream system accountability
Reduce fragmentation	Mainstream system accountability
The stability of our social structure depends on basic needs being met in the housing, healthcare, and employment sectors.	Mainstream system accountability
Unaccompanied youth (17-21 year olds) and homeless teens and inconsistency in services between DCYF, Justice/Corrections, DHHS, Benefits, etc.	Mainstream system accountability
We have limited resources that are directed where you can get the biggest bang for your buck, and hard-to-serve people are not their target population	Mainstream system accountability
Working on intersection of child welfare and choosing kids in out of home care	Mainstream system accountability
Connecting or reconnecting	Misc
Ground level intervention	Misc
How we break the cycle	Misc
Issues that cause homelessness	Misc
Most of our group new to homelessness	Misc
Most programs say you have to be clean and sober before u can get into their program	Misc
Personal or agency perspective	Misc
Personal, Dollars, Coordination	Misc
Progress	Misc
Tax liability is losing your residence.	Misc
It matters that our funding and programs are focused on the result, not the cause.	Performance-based funding
Incentivize owners of vacant properties to use their properties for housing our target population.	Potential revenue
Caring for homeless families, what is needed to strengthen the agencies providing support to the homeless	Research
Core issues causes on effect, which leads to homelessness and other problems	Research
Core issues: youth – holistic approach – why do they leave home; how can they get employed; aging out of foster systems; build stronger transition plans that lower the age to get housing vouchers	Research
Families and children experiencing homelessness is destabilizing. What are the long-term psychological impacts on the children?	Research
Identify where the homeless are. They are in urban and rural areas. Count?	Research
Key attributes of population that is becoming homeless	Research
That we do not truly understand it	Research
The inter-relationship between homelessness and other societal issues	Research

Understand the causes and scope of homelessness and how that knowledge impacts solution	Research
Understand the problem in various communities: number of homeless and nature of homeless	Research
Understanding challenges that bring someone to homelessness.	Research
What are service needs of new homeless and chronic?	Research
What reasons contribute homeless & what interferes with retaining housing	Research
What role disability plays in creating homelessness	Research
What role does income/\$ play	Research
Change policies that contribute to homelessness. For example, can't take teens to shelters	System Design
Every jail has VA representative to assist veterans getting out of jail to find housing—emergency, transitional, permanent housing (given by VA). Help vets file for service affected injuries.	System Design
Get the right resources to the right people at the right time.	System Design
Keep – be open to all options – no wrong door – no closed door.	System Design
Lack of comprehensive assessment and accommodations of the family/individual	System Design
Lack of coordination between service providers	System Design
People need a home/shelter first before other priorities can be addressed. Health (physical/mental); parenting skills; build stability; employment	System Design
Provision of case management in order to assure continuity of family	System Design
Rural needs are so different from urban or suburban. Contract out services to community-based providers. Must also provide training and technical assistance	System Design
Schools could/should be sources of information, referrals, early-warning systems, etc.	System Design
So many sub populations overlap and services can duplicate; need to coordinate and focus point of contact locally for services	System Design
Use electronic medical records/NHIN in discharge planning	System Design
We must eliminate homelessness	Vision of Success/Indicators of Success
What is our national housing policy? Is housing a right?	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?

17%	Vision of Success/Indicators of Success	Comments regarding statements or goals pertaining to what a successful homeless system would look like.
15%	Coordinated Interagency Strategy	Comments that suggest a need for holistic and coordinated planning across Federal agencies and mainstream systems to better address homelessness.
15%	Investment Target – Housing	Comments suggesting increased funding for housing solutions, including more affordable housing, housing vouchers, PSH, and other specialized housing models.
12%	System Design	Comments relating to the promotion of effective system practices or recommended ways of designing homeless systems or delivering homeless assistance.
7%	Coordinated Federal Grants	Comments suggesting the need to pool funding, better coordinate funding applications and grant program regulations, or align grant restrictions across agencies.
7%	Definitions	Comments requesting consistent definitions and common requirements to document homelessness and other related terms.
7%	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%	Investment Target – Education/ Employment	Comments suggesting a need for increased funding and resources for education and employment strategies for homeless people.

Better coordinated systems: consolidated funding	Coordinated Federal Grants
Coordinated or linked funding sources	Coordinated Federal Grants
Identify and eliminate arbitrary reporting barriers and regulations.	Coordinated Federal Grants
Integrate federal funding streams to make it easier to create supportive housing. Interagency RFPs; Change policies to be supportive of integration of federal funding streams from multiple agencies	Coordinated Federal Grants
Remove arbitrary program regulations, caps, limits, and endless hoops to jump through	Coordinated Federal Grants
Simplify the process.	Coordinated Federal Grants
10 year plans were mandated but not funded	Coordinated Interagency Strategy
Ability to successfully target the categories of homeless – chronic, marginal, middle-class differently	Coordinated Interagency Strategy
Adapting rules and regulations that limit access to homeless services.	Coordinated Interagency Strategy
Align federal/state/county/city regulations ability to speak with one voice	Coordinated Interagency Strategy
Better coordinate and integrate federal and local planning and response to homelessness	Coordinated Interagency Strategy
Better coordinate and integrate state – fed and local planning and response to homelessness	Coordinated Interagency Strategy
Better coordinated system	Coordinated Interagency Strategy
Closer relationships between fed/state/local entities-aligned-understanding role of each-work strategies up and down through including common definition of homelessness	Coordinated Interagency Strategy
Coordinated federal response	Coordinated Interagency Strategy
Coordinated federal/state/local response	Coordinated Interagency Strategy
Coordination and collaboration	Coordinated Interagency Strategy
Coordination of federal and local resources	Coordinated Interagency Strategy
Effective <u>coordination</u> of all agencies	Coordinated Interagency Strategy
Engage the private sector more in addressing this problem along with government, faith-based, and other organizations	Coordinated Interagency Strategy
Establish partnership between local, state, federal in maximizing services and alleviating duplication of services	Coordinated Interagency Strategy
Have a better coordination amongst fed A6.	Coordinated Interagency Strategy
Have a strategic plan – clear goals – time frames and outcomes.	Coordinated Interagency Strategy
Implement/coordinate/collaborative homeless	Coordinated Interagency Strategy
Implementation of collaboration timeline of all services (fed, state, local and community based)	Coordinated Interagency Strategy
Improved coordination between community, local, state, federal	Coordinated Interagency Strategy
Improved efforts to deal with criminal justice system	Coordinated Interagency Strategy
Lack of political will	Coordinated Interagency Strategy
Leveraging the dollars – community partnerships	Coordinated Interagency Strategy
Macro rather than micro—Connect all resources state-wise, national rather than single community	Coordinated Interagency Strategy
Measure able strategies – VA goal of ending homelessness in 5 years	Coordinated Interagency Strategy
Mechanism for increased coordination across systems	Coordinated Interagency Strategy
Multidisciplinary approaches	Coordinated Interagency Strategy
One application (form) electronic that can be completed by case worker, multiple languages	Coordinated Interagency Strategy
Real coordinated federal, state, and local responses.	Coordinated Interagency Strategy
Review government resource caps to avoid elimination from Federal programs.	Coordinated Interagency Strategy
Streamline requirements for veterans	Coordinated Interagency Strategy

This could be an area stemming from USICH where fed agencies are mandated to assign permanent FTE to the homeless disaster response site	Coordinated Interagency Strategy
Data sharing – HHS/DOE/HUD; single system – models	Data Collection and Reporting
Common focus and language/definitions	Definitions
Consensus of national definition	Definitions
Coordinate definition	Definitions
Establish common language and definitions across all agencies/partners	Definitions
Have a national definition/national policy	Definitions
Identify and legalize one definition of homelessness	Definitions
Standard definition across all agencies	Definitions
Unified definition of homelessness	Definitions
What is an outcome – coordinate definitions	Definitions
90% of resources focused on prevention/diversion. Creative and flexible use of resources by agencies (i.e., DHS to ACS)	Flexibility
Allow for state priorities in federal programs. Allow for local flexibilities.	Flexibility
Allowance for the state to define groups without being up against statute.	Flexibility
Federal mainstream resources should be more flexible to allow state to use funding more creatively. Allow Medicaid funds to be used more flexibly.	Flexibility
Flexibility in prevention dollars used	Flexibility
Greater flexibility	Flexibility
Less federal plan design, more local plan design	Flexibility
Make all federal funds designated for the homeless to be truly flexible so they can address multiple needs.	Flexibility
More flexible reporting structures focused on outcomes rather than processes	Flexibility
More funding flexibility at local level – more integration of housing services	Flexibility
Create an intentional focus on children and youth	Innovation
Expansion of national health information network (NHIN) and use of electronic medical records to help with post-discharge intervention and placement	Innovation
Health care reform	Innovation
Children: a) increase in school stability and improve educational outcome b) resources to school districts (funding) c) transportation	Investment target – ed/emp
Educational stability among housing program	Investment target – ed/emp
Increase job training-incentivize/assist people to gain skills they need to be employable.	Investment target – ed/emp
Jobs and housing stock	Investment target – ed/emp
Provide economic opportunity through education, employment, financial literacy, independent living skills.	Investment target – ed/emp
Provide opportunities for people to get back on their feet: a) job training b) support services	Investment target – ed/emp
Strengthen the educational systems so that the academic performance of homeless students is not discrepant with that of their housed peers.	Investment target – ed/emp
Targeted tax credit or incentives to create jobs	Investment target – ed/emp
A permanent source of funding for safe, stable, affordable housing established and in place in California	Investment target – housing
Adequate, safe accessible, supported, comfortable, supply of attainable housing	Investment target – housing
Adequate, safe, accessible, supported, comfortable supply of affordable/housing attainable in place in California	Investment target – housing
Build on HUD-VASH model to create funding for all people who are homeless to access and maintain housing, e.g., HUD Section 8 and HHS service funding	Investment target – housing

Create a comprehensive inventory of the existing unoccupied housing stock	Investment target – housing
Create educational stability by achieving stable housing	Investment target – housing
Create more affordable units and don't price people out of neighborhoods. Increase percentage of units in public housing development to target lower income families.	Investment target – housing
Enhance coordination amongst federal agencies to re-use foreclosed houses for affordable homes	Investment target – housing
Greater access to supportive housing	Investment target – housing
Housing production	Investment target – housing
Increase funding for more affordable housing	Investment target – housing
Increased affordable and supportive housing units	Investment target – housing
Increased affordable housing vouchers	Investment target – housing
Increasing HUD VASH; “housing first model” “no wrong door”	Investment target – housing
Long-term rental assistance (vouchers) – more money dollars (more local determinations of eligibility)	Investment target – housing
Much better affordable housing stock (as after WW2) Continuum of housing options	Investment target – housing
increase resources for affordable housing for all populations a) rentals b) home ownership c) supportive housing	Investment target – housing
Provide an array of housing opportunities to meet the diverse needs of all populations experiencing homelessness.	Investment target – housing
Real inventory of available housing that addresses many needs of different groups requiring housing	Investment target – housing
Reduce homelessness with housing and supportive services	Investment target – housing
Sufficient affordable housing stock: increase tax credits and increase interagency collaboration	Investment target – housing
Youth: more housing and resource/services for unaccompanied youth; a) homeless (street youth) b) children in “out of home care” (i.e. foster care) c) child welfare system and housing coordination	Investment target – housing
Better prevention programs	Investment target – prevention & RR
Concentrating on and emphasizing homelessness prevention	Investment target – prevention & RR
Develop strategy and find resources to prevent homelessness – to discuss shelter and housing options before homelessness	Investment target – prevention & RR
Early interventions with households at risk of being homeless by notifying them of available services by notifications from _____ (banks, utility companies) with delinquent accounts.	Investment target – prevention & RR
Effective homeless prevention system in place for all (veterans, children, families, exiting care)	Investment target – prevention & RR
Effective prevention system – especially for people transitioning from foster care, corrections, military, mental health care	Investment target – prevention & RR
Emphasis on prevention	Investment target – prevention & RR
Focus on foster youth and students. Foster youth signed up for housing vouchers before emancipation. Housing sooner in the process. Preventing homelessness through education in classes in school – bring conscious awareness to all ages and not afraid to discuss and educate	Investment target – prevention & RR
Invest in prevention	Investment target – prevention & RR
Letting early-on case management and resources designed to prevent foreclosure on mortgages	Investment target – prevention & RR
Move toward prevention of homelessness.	Investment target – prevention & RR
Prevent homelessness by providing resources	Investment target – prevention & RR
Prevent homelessness with short-term financial assistance programs	Investment target – prevention & RR
Prevention: identify risk factors, see interventions as homeless prevention	Investment target – prevention & RR
Shift focus to <u>prevention</u>	Investment target – prevention & RR

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Each community develop shelter and housing plans for post disaster that all sectors of society engages	Investment target - regional coord/plng
Encourage and reward local planning to prevent and end homelessness and provide funding for interagency collaboration (local and state) and coalition/CoC development	Investment target - regional coord/plng
Increase Planning/support	Investment target - regional coord/plng
Task force or work group to align all regs/rules	Investment target - regional coord/plng
Use all community stakeholders to create collaborations	Investment target - regional coord/plng
Enriched supportive services with housing options	Investment target – services
Every homeless person has access to integrated services and housing specific to their individual needs. Funding based on issue	Investment target – services
Financial education – long term financial philosophy.	Investment target – services
Fund case coordination	Investment target – services
Implement long-term recovery guide services at one place – CA model plan for nationwide implementation	Investment target – services
Improved access to mental health and substance abuse treatment	Investment target – services
Increased availability of treatment—mental health and substance abuse	Investment target – services
Life skills training: school curriculum	Investment target – services
Long term commitments for services	Investment target – services
Provide long term recovery guide service to all communities, agencies (fed, state, local, community-based organizations)	Investment target – services
Raise the eligibility requirements for supportive services (resources-child care, WIC, transportation when you work harder and increase your income). Need to incentivize people	Investment target – services
Reduce homelessness with housing and supportive services	Investment target – services
Re-grow our mental health system to assure care for all acute and chronically mentally ill	Investment target – services
School-based clinics-accessible: fee or low charge for minor medical	Investment target – services
Addressing the fiscal needs; private – public – faith- not for profit	Investment targets – general
Broaden successful federal programs	Investment targets – general
Build capacity of community-based organizations	Investment targets – general
Disaster response sites nationwide	Investment targets – general
Fully <u>funded</u> programs	Investment targets – general
Funding and long term monitoring	Investment targets – general
Include plans for veteran population vis-à-vis returning O1F/OEF.	Investment targets – general
Increase categorical funding across agencies.	Investment targets – general
Provide funding that is targeted to sub-populations like those that are homeless or that you have prevented homelessness	Investment targets – general
Successfully target chronic, marginal, middle-class – who lost jobs – flexible – to help difference groups – differently.	Investment targets – general
Target chronic homelessness – address policy, such as one definition across the nation. Address mental health issues. Address the policies in the system: CW, prison, military – homes to go, better transition etc...	Investment targets – general
Better discharge planning/coordination between federal agencies and institutions so that patients are not discharged into homelessness, particularly for mentally ill patients	Mainstream system accountability
Change all partner behavior to improve the approach to address homelessness	Mainstream system accountability
Change in culture of government agencies serving those who are without homes—regardless of circumstances, treat all with dignity and respect.	Mainstream system accountability
Clean up of policy and status to eliminate inconsistency and barriers	Mainstream system accountability
Community: everyone takes ownership for the problem of homelessness	Mainstream system accountability

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Focus on foster youth and students. Foster youth signed up for housing vouchers before emancipation. Housing sooner in the process. Preventing homelessness through education in classes in school – bring conscious awareness to all ages and not afraid to discuss and educate	Mainstream system accountability
Homelessness is our problem - families, veterans. The line separating the haves and the have nots is thin	Mainstream system accountability
Identify all resources and what is preventing them from working together	Mainstream system accountability
Improved access to services.	Mainstream system accountability
Increased help, reduced bureaucracy	Mainstream system accountability
Increased responsive quicker interventions	Mainstream system accountability
Make the government, state, local and Federal responsible to the people who these policies impact	Mainstream system accountability
One stop shop in each neighborhood/community with employment, housing and other services = no wrong door	Mainstream system accountability
Reduce barriers to housing - Eliminate why you must be clean and sober before you get housing	Mainstream system accountability
Remove barriers to access to federal supports (e.g., Medicaid, SSDI, WIC, TANF) and gear them toward prevention (e.g., home-based services to family to prevent youth homelessness	Mainstream system accountability
Resolve inconsistencies and barriers to helping to homeless	Mainstream system accountability
Revamp housing/banking/rental laws past credit history is heavily weighted in their decisions	Mainstream system accountability
Simplify to expand the systems so that support services can be easily <u>accessed</u> by people who need them for as long as services are needed.	Mainstream system accountability
Add “past criminal record” under scope of EEO	Misc
Change of behavior	Misc
Discharge planning and resourcing beginning when person enters institution	Misc
Outcomes oriented with incentives for agencies to utilize and coordinate. Targeting for hardest to serve	Misc
Stability for children with education	Misc
What is national housing policy, is housing a right	Misc
Audit existing program. Look at outcomes and stop funding those that don't work and redirect resources to evidence-based practices with proven results.	Performance-based funding
Eliminate funding for programs that do not have good outcomes in preventing or moving people out of homelessness so dollars can be reinvested in programs that do.	Performance-based funding
Funding is dependent on collaboration both initial and ongoing	Performance-based funding
Identify and research measure's success various agencies use to evaluate the effectiveness of these programs	Performance-based funding
Require federal grantees to support homeless programs-tie the dollars to the result	Performance-based funding
Shift systemic federal attitude from control of details to outcome attainment. Allow fundability of resource allocation according to greatest need ability to achieve results at local level	Performance-based funding
Sign of functioning system—short urgent stays that don't become permanent—length of stay 30-60 days and that services provided so that the residents are able to access services to stabilize themselves.	Performance-based funding
Create a federal check-off for homelessness services	Potential revenue
Funding: a) federal dollars (resources)leveraging private dollars (foundations b) feasible use of federal resources – currently slow piped (i.e. Snohomish county \$20 fee for homeless. Every home closing pays fee	Potential revenue
Research and understand the 'root causes' of homelessness	Research
Central point of entry would serve as case management provision point to help homeless set goals and a plan of action and connect them to services and follow-up until they achieve self-sufficiency and have the life skills, education, employment skills to remain stable.	System Design

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Central point of entry would serve as case management provision point to help homeless set goals and a plan of action and connect them to services and follow-up until they achieve self-sufficiency and have the life skills, education, employment skills to remain stable.	System Design
Coordinated intake sites so applicants do not have to apply for services at multiple locations.	System Design
Create "one door" for service eligibility, access and ongoing case coordination.	System Design
Database: interoperability between agencies or service providers	System Design
Datasharing will exist	System Design
homeless center (analogous to senior citizens centers) with access to multiple services at one location.	System Design
Improved tracking of individual resources	System Design
Interstate sharing of information for border areas	System Design
Leverage coordination between local/non-profits to address the multiple needs of homeless persons. A comprehensive collaboration with a central point of entry	System Design
One application (form) electronic that can be completed by case worker, multiple languages	System Design
One stop shop/consolidated application process across departments	System Design
One stop shops for outreach and discharge – help to teach life skills and other issues that need to be addressed in one place – with supports for the people (how to get jobs and keep them, financial management, taxes, housing and knowledge etc...)	System Design
One-stop shopping for social service needs—match needs to resources in one building (can this be done virtually? NH website)	System Design
Prevention: identify risk factors, see interventions as homeless prevention	System Design
Review data exchange agreements	System Design
Single point of entry for health, housing: transitional/permanent, social services, education	System Design
The "front door" to a service continuum should be in the local community, i.e., congregations, hot lines.	System Design
The "front door" to a service continuum should be in the local community, i.e., congregations, hot lines.	System Design
Technical assistance to provide states/localities with aligned regs/rules re: funding/housing/services	Technical Assistance (TA)
5-year Vision (Part I)	Vision of Success/Indicators of Success
Ability to have steady income	Vision of Success/Indicators of Success
Addressing the needs of the client - Pro-actively obtain feedback -Measures of success	Vision of Success/Indicators of Success
Community collaboration to address issues—community takes ownership to address problems.	Vision of Success/Indicators of Success
Continuum of services will exist to address many different needs—should not be dependent on funding stream or definitions	Vision of Success/Indicators of Success
<u>Decrease</u> in homelessness	Vision of Success/Indicators of Success
Less homeless	Vision of Success/Indicators of Success
Outcomes/Vision	Vision of Success/Indicators of Success
Put a system in place that will serve the prison...not try to fit the person into the system...	Vision of Success/Indicators of Success
Reduce negative impacts of homelessness on communities	Vision of Success/Indicators of Success
Re-tool our core beliefs: A home for everyone, A job for everyone-an inalienable right	Vision of Success/Indicators of Success
Shortened shelter stays/reduced beds	Vision of Success/Indicators of Success
Sign of functioning system—short urgent stays that don't become permanent—length of stay 30-60 days and that services provided so that the residents are able to access services to stabilize themselves.	Vision of Success/Indicators of Success
Sustain people in their homes	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?

19%	Coordinated Interagency Strategy	Comments that suggest a need for holistic and coordinated planning across Federal agencies and mainstream systems to better address homelessness.
11%	Flexibility	Comments suggesting a need to maintain or enhance the flexibility and versatility of funding and programming for homeless services.
11%	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%	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.
8%	Definitions	Comments requesting consistent definitions and common requirements to document homelessness and other related terms.
8%	Investment Target – Housing	Comments suggesting increased funding for housing solutions, including more affordable housing, housing vouchers, PSH, and other specialized housing models.
6%	Coordinated Federal Grants	Comments suggesting the need to pool funding, better coordinate funding applications and grant program regulations, or align grant restrictions across agencies.
6%	Investment Target – Education/ Employment	Comments suggesting a need for increased funding and resources for education and employment strategies for homeless people.
6%	Investment Target – Prevention & Rapid Re-Housing	Comments advocating for increased funding for prevention and rapid re-housing models.
6%	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%	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.
3%	Data Collection and Reporting	Comments advocating for consistent and streamlined data collection and reporting requirements across agencies, including issues with HMIS.
3%	Investment Targets – General	General comments advocating more funding/resources for programs, communities, or subpopulations.

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

Educate public on the face of homeless – it’s not just the people on the street corner	Communication
As long as some populations didn’t get lost, don’t have as much of a voice	Consumer/stakeholder participation
Alignment/coordination of funding cycles between federal agencies	Coordinated Federal Grants
Create a simpler grant application	Coordinated Federal Grants
Again – start at higher level (like this meeting) to get the groups together	Coordinated Interagency Strategy
Changing policies’ core mission of federal programs	Coordinated Interagency Strategy
Child services and HUD (one example: can add in medical care, etc...) coordination	Coordinated Interagency Strategy
Comprehensive care planning – gaps addressed include all feds in comprehensive approach	Coordinated Interagency Strategy
Disconnect at local child services and housing authority: a) some funds being sat on b) lack of education at 2 systems c) strengthen at federal level = trickle down d) build bridges e) agencies not understanding what is available (grants not being requested, applications not being sent in)	Coordinated Interagency Strategy
Engaged enough in state and local community? Collaborating enough? Awareness?	Coordinated Interagency Strategy
Fed employee goals and programs need to be aligned – employee are evaluated on what is important	Coordinated Interagency Strategy
Feds vs. them mentality – need synergy; not seamless right now; depends on the department sometimes	Coordinated Interagency Strategy
Foster agency collaboration not individual	Coordinated Interagency Strategy
Four fed agencies – pool money through USICH	Coordinated Interagency Strategy
Have broader goals – overarching	Coordinated Interagency Strategy
How can we change the structure of fed programs – need the TOP leadership	Coordinated Interagency Strategy
Issue driven vs. silos within agencies and across departments	Coordinated Interagency Strategy
Making sure education is t the table – engaged	Coordinated Interagency Strategy
Not flowing up or sideways about activities, information, more interactive collaboration	Coordinated Interagency Strategy
Not sure how to align HHS, Medicaid, housing (like vouchers)	Coordinated Interagency Strategy
Programs need to be integrated throughout a federal agency – not just the “homeless coordinator”	Coordinated Interagency Strategy
Results are at community level – but who coordinates 10 year plan overall?	Coordinated Interagency Strategy
Too many silos – no real good intersections	Coordinated Interagency Strategy
We have plans/goals, now we need specific action plans	Coordinated Interagency Strategy
Single information tracking system – making information person based (horizontal) not program based (vertical)	Data Collection and Reporting
Common types of homeless	Definitions
One-grass root definition	Definitions
Flexibility	Flexibility
Flexibility in federal budgets to spend dollars where most needed	Flexibility
Local flexibility for people with mental health problems – no direct path to subsidized housing	Flexibility
Re-designate without taking all the strings away	Flexibility
Can scramble to notch HA and Medicaid but not coherent entitlement	Mainstream system accountability
Grass roots – i.e. doing good but limited awareness of what’s available; small group many not	Misc

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Sometimes community is focused on broad needs vs. individuals	Misc
Time is ripe with the government leadership we have currently	Misc
Delegate authority and responsibility funding to state/local, flexibility – (official at local levels, fund at local levels)	Performance-based funding
Analysis of existing data – determine where the dollar is being used effectively and build on them – see where the gaps are	Research
Data indicating unmet needs-housing in system because of neglect - just now coming out with more information	Research
Communication and cross training and understanding – i.e. hold separate conferences design, design educational events that are to bring these different agencies together	Technical Assistance (TA)