

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

**External Stakeholder Input Report: Region 9 Regional Interagency Council on
Homelessness (ICH) Stakeholder Input**
March 2, 2010 San Francisco, California

Attending:

Cynthia Abbott, HUD	Judy Nevis, CAL Housing and Community Dev
Ron Banks, HHS	Benny A. Pinault, Guam Housing & Urban Renewal Authority
Paul Carlson, USICH	Greg Porter, GSA
Athena Chapman, HHS	Larry Roselle, HUD
Maria Cremer, HUD	Roberta Rosenthal, VA
Diane Cruz, Office of Governor, Guam	Wayne Saucedo, HHS
Bob Deaner, Cal HFA	Nadine Simons, Regional Health Administration
Gail Easley, SSA	Karen Stephens,
Lillian Faga, SSA	Dennis Stewart, USDA
Rebecca Flanagan, HUD	Deborah Torres, SSA
Sharon M. Fujii, ACF/HHS	Michael Traylor, AZ Dept of Housing
Mai-Ling Garcia, DOL	Kathy Weremiuk, Cal HFA
Stella Lee, IRS	Leanne M. Wheeler, CA DOE
Mattie Lord	
Frank McGally, AZ Dept of Economic Security	

*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

Sharon Price and Paul Carlson

Meeting Summary

Sharon Price 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, Sharon 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%	Coordinated Interagency Strategy	Comments that suggest a need for holistic and coordinated planning across Federal agencies and mainstream systems to better address homelessness.
12%	Impressions of Homelessness	Comments about the experience of homelessness itself.
12%	Investment Target – Housing	Comments suggesting increased funding for housing solutions, including more affordable housing, housing vouchers, PSH, and other specialized housing models.
9%	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.
9%	Investment Targets – General	General comments advocating more funding/resources for programs, communities, or subpopulations.
5%	Data Collection and Reporting	Comments advocating for consistent and streamlined data collection and reporting requirements across agencies, including issues with HMIS.
5%	Definitions	Comments requesting consistent definitions and common requirements to document homelessness and other related terms.
5%	Investment Target – Prevention & Rapid Re-Housing	Comments advocating for increased funding for prevention and rapid re-housing models.

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.
2%	Causes – Family/Violence	Comments related to family instability, violence, and lack of support networks as a cause of homelessness.
2%	Causes – Myriad of Factors	Comments indicating there are numerous causes of homelessness, as opposed to one specific cause.
2%	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.
2%	Consumer/stakeholder participation	Comments encouraging input from consumers and other front-line and local stakeholders in the planning and decision-making processes.
2%	Costs of Homelessness	Comments about the long-term impacts of homelessness and the subsequent costs of homelessness to mainstream systems.
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%	Miscellaneous	A comment that does not fit it any of the thematic codes.
2%	System Design	Comments relating to the promotion of effective system practices or recommended ways of designing homeless systems or delivering homeless assistance.
2%	Vision of Success/Indicators of Success	Comments regarding statements or goals pertaining to what a successful homeless system would look like.

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

<p>Women and single women (military, DV) are increasing populations – complex, struggling</p>	<p>Causes - family/violence</p>
<p>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.</p>	<p>Causes - myriad</p>
<p>Ongoing projects – help generate “a purpose”</p>	<p>Communication</p>
<p>Always get input from clients...keep listening to their stories. Ex: Housing First Model generate by listening to homeless Vets.</p>	<p>Consumer/stakeholder participation</p>
<p>Clarify what it means to end homelessness – what is a satisfactory outcome. Is transitional housing a solution? Or is it permanent housing? PSH?</p>	<p>Coordinated Interagency Strategy</p>
<p>Collaboration between HUD and VA</p>	<p>Coordinated Interagency Strategy</p>
<p>If homelessness increases, what can be done/how can we work together?</p>	<p>Coordinated Interagency Strategy</p>
<p>Need a focus on Housing Management – with view of requirement vs. supply.</p>	<p>Coordinated Interagency Strategy</p>
<p>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</p>	<p>Coordinated Interagency Strategy</p>
<p>We need a National Housing Policy</p>	<p>Coordinated Interagency Strategy</p>
<p>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.</p>	<p>Costs of homelessness</p>

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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
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
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
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
Don't want it to happen to people. It if does want to house them quickly before other things start happening	Impressions of homelessness
Many different faces	Impressions of homelessness
That it exists and is increasing in the wealthiest county on earth	Impressions of homelessness
Creating safe, stable housing that meets the needs of our clients.	Investment target – housing
It's the housing, stupid – safe, comfortable, <u>affordable</u>	Investment target – housing
Keep them housed – <u>Stability, Ongoing</u> support forever.	Investment target – housing
Need the entire continuum. Shelter – Transitional – Permanent.	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
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
Supportive Services i.e., housing counseling, education and employment.	Investment target – services
Supportive services for mental health and daily living.	Investment target – services
Family counseling.	Investment target – services
Case management where needed.	Investment target – services
For children better identification. Funding for children in transition.	Investment targets – general
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
Limited resources – in CA <u>very</u> high cost	Investment targets – general
Magnitude of problem is huge.	Investment targets – general
Getting homeless individuals on mainstream benefits.	Mainstream system accountability
Cause – inadequate transitions from corrections, foster care, mental health facilities, military	Mainstream system accountability
Tax liability is losing your residence.	Misc
Key attributes of population that is becoming homeless	Research
What are service needs of new homeless and chronic?	Research
Keep – be open to all options – no wrong door – no closed door.	System Design
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?

20%	Coordinated Interagency Strategy	Comments that suggest a need for holistic and coordinated planning across Federal agencies and mainstream systems to better address homelessness.
12%	Investment Target – Housing	Comments suggesting increased funding for housing solutions, including more affordable housing, housing vouchers, PSH, and other specialized housing models.
12%	Investment Target – Prevention & Rapid Re-Housing	Comments advocating for increased funding for prevention and rapid re-housing models.
10%	Investment Targets – General	General comments advocating more funding/resources for programs, communities, or subpopulations.
10%	Vision of Success/Indicators of Success	Comments regarding statements or goals pertaining to what a successful homeless system would look like.
8%	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.
8%	Definitions	Comments requesting consistent definitions and common requirements to document homelessness and other related terms.
6%	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.
4%	Flexibility	Comments suggesting a need to maintain or enhance the flexibility and versatility of funding and programming for homeless services.
2%	Investment Target – Education/ Employment	Comments suggesting a need for increased funding and resources for education and employment strategies for homeless people.
2%	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.
2%	Miscellaneous	A comment that does not fit it any of the thematic codes.
2%	System Design	Comments relating to the promotion of effective system practices or recommended ways of designing homeless systems or delivering homeless assistance.

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

Identify the ‘face’ of the homeless.	Communication
Marketing government resources.	Communication
Plan should include public education and outreach	Communication
Public education and outreach	Communication
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
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
Effective coordination of all agencies	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
Lack of political will	Coordinated Interagency Strategy
Review government resource caps to avoid elimination from Federal programs.	Coordinated Interagency Strategy
Streamline requirements for veterans	Coordinated Interagency Strategy
Consensus of national definition	Definitions
Coordinate definition	Definitions
Have a national definition/national policy	Definitions
What is an outcome – coordinate definitions	Definitions
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
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
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
Create a comprehensive inventory of the existing unoccupied housing stock	Investment target – housing
Create educational stability by achieving stable housing	Investment target – housing
Provide an array of housing opportunities to meet the diverse needs of all populations experiencing homelessness.	Investment target – housing
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
Invest in prevention	Investment target – prevention & RR
Move toward prevention of homelessness.	Investment target – prevention & RR
Shift focus to prevention	Investment target – prevention & RR
Financial education – long term financial philosophy.	Investment target – services
Broaden successful federal programs	Investment targets – general
Fully funded 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
Successfully target chronic, marginal, middle-class – who lost jobs – flexible – to help difference groups – differently.	Investment targets – general
Clean up of policy and status to eliminate inconsistency and barriers	Mainstream system accountability

Resolve inconsistencies and barriers to helping to homeless	Mainstream system accountability
Simplify to expand the systems so that support services can be easily accessed by people who need them for as long as services are needed.	Mainstream system accountability
What is national housing policy, is housing a right	Misc
Coordinated intake sites so applicants do not have to apply for services at multiple locations.	System Design
5-year Vision (Part I)	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
Decrease in homelessness	Vision of Success/Indicators of Success
Outcomes/Vision	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?

22%	Coordinated Interagency Strategy	Comments that suggest a need for holistic and coordinated planning across Federal agencies and mainstream systems to better address homelessness.
10%	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.
10%	System Design	Comments relating to the promotion of effective system practices or recommended ways of designing homeless systems or delivering homeless assistance.
8%	Definitions	Comments requesting consistent definitions and common requirements to document homelessness and other related terms.
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%	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.
4%	Flexibility	Comments suggesting a need to maintain or enhance the flexibility and versatility of funding and programming for homeless services.
4%	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 – Prevention & Rapid Re-Housing	Comments advocating for increased funding for prevention and rapid re-housing models.

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More federal support for mental health services to prevent and address homelessness and keep population stably housed	Investment target – services
Building housing is not enough. Need to fund continual _____ training to ensure goals continue to be met	Investment targets – general
Continue funding for cost effective core HUD programs that address/prevent homelessness and provide housing HOME, GDB6, Section 8 and FES6	Investment targets – general
Creating incentives for federal money in accounts for families	Investment targets – general
Engaged housing foundations	Investment targets – general
Program funding @ level	Investment targets – general
(SNAP, SSI/SSDI, TANF, VA, etc.) – no wrong door philosophy	Mainstream system accountability
Barriers – help eliminate barrier in rules i.e. bar against those with felonies.	Mainstream system accountability
Cleaning up some of the federal policy such as Fair Housing issue (conflict of definitions) and definition of chronic homelessness	Mainstream system accountability
Less paperwork	Mainstream system accountability
Look at duplication of services to ensure better access to services and more effective use of funding.	Mainstream system accountability
Asking better question	Misc
Change incentives for federal agencies – 1. Reward agencies for effective programs vs. good paperwork	Performance-based funding
Move away from process measurement to outcome measurement	Performance-based funding
Develop solutions from data	Research
Statement of housing needs	Research
Cross training across agencies so that benefit specialists are aware of services available, eligibility, etc.	System Design
Look @ other models (FEMA for providing services) that have worked. Federal region agencies Council	System Design
No wrong door philosophy	System Design
Successful programs – HPRP, FVP – pair housing and support services, whenever possible find opportunities to bring service providers and public housing authorities to the table	System Design
What if a participant could meet with ONE benefit specialist and qualify for ALL FEDERAL PROGRAMS in one interview?	System Design
Create interagency replicable models – blue prints - place used?	Technical Assistance (TA)
Resource of best practices	Technical Assistance (TA)
Share best practices	Technical Assistance (TA)