

# Preventing Homelessness in Southern Nevada

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## Implementing a “No Wrong Door” System

Shawna Brody

Member, CoH Prevention Work Group

# “No Wrong Door”

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- ❑ Multiple “Front Doors” for clients to make application for Rent or Utility Assistance
  - ❑ “Virtual” Single Point of Entry
    - Same Intake, Assessment and Eligibility criteria
  - ❑ Same access to the variety of funding streams that can help prevent evictions
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# How Did We Get Here?

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- ❑ Summer 2008, SNRPC Committee on Homelessness Technical Working Group held community meetings to identify and prioritize needs and services related to homelessness in Southern Nevada
  - ❑ Identified the fragmented Prevention System as a priority for 2009
  - ❑ Planning meetings began October 2008
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# CoH Prevention Work Group

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- ❑ SNRPC CoH appointed a Prevention Work Group at its March 12, 2009 meeting
  - ❑ Membership reflects the Technical Work Group, but adds some subject-matter experts
  - ❑ Has been meeting weekly since the announcement of the Homeless Prevention and Rapid ReHousing Program funds
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# Introducing Prevention Work Group

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- ❑ Shawna Brody – Clark County, Community Resources Management Division
  - ❑ Debra Donahue – Clark County, Department of Social Service
  - ❑ Leone Lettsome – North Las Vegas, Neighborhood Services
  - ❑ Duffy Gold – United Way of Southern Nevada
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# Introducing Prevention Work Group

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- ❑ Annie Wilson – LV Metropolitan Police Department
  - ❑ Julie Mondroski – Clark County, Department of Family Services
  - ❑ Amy Jaffe – Clark County, Department of Family Services
  - ❑ Robert Herdzik, HMIS Administrator
  - ❑ Three (3) nonprofit Providers
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# Introducing Prevention Work Group

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Also at the table, at various times:

- ❑ State of Nevada, Housing Division
  - ❑ City of Las Vegas, Neighborhood Services
  - ❑ City of Henderson, Neighborhood Services
  - ❑ So. NV Workforce Investment Board
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# Prevention Work Group

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- Tasked with assessing, analyzing and recommending improvements to the way rent and utility assistance is distributed to needy households
  - Good programs, doing good work, but
    - not coordinated, and
    - not comprehensive
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# Work Group Findings:

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- 15+ agencies providing rent or utility assistance – most not aware of the others
  - 8 funding streams
    - 7 have income qualifications
    - Only 3 will assist with deposits or late fees
    - 5 can assist for more than one month, but are not used that way
    - Only 3 will pay for “case management”
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# Work Group Findings:

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- ❑ 2 funding streams require no previous financial assistance with rent or utilities in previous 12 months
  - ❑ Each agency placed restrictions on what “type” of household it would assist, with little knowledge of other agencies’ criteria to facilitate referrals and connection
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# Work Group Findings:

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- If the community could strategically align client assistance with funding restrictions, then the most restrictive funds could be used on the “clearly eligible” and the least restrictive could be reserved for “repeat need” or the “probably eligible”
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# Work Group Findings:

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- Several funding streams could be combined to provide the amount and types of assistance needed - for the length of time needed - to prevent homelessness
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# Current System: What Works

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- Multiple entry points
  - Multiple funding streams
    - allows for different levels of assistance for different “kinds” of households
  - Prevents homelessness of otherwise stable households who have experienced a temporary crisis
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# Current System: What Doesn't

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- Multiple entry points – providers imposing restrictions on the “kinds” of households it supports, or the amount of assistance it will provide
    - Forces the client to know if s/he is a square or round peg, and where the appropriate hole is
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# Current System: What Doesn't

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## □ Multiple Funding Streams

- Each with its different criteria for eligible clients or eligible financial assistance
  - Each with too little funding to be distributed to enough providers to ensure adequate access to eligible households living dispersed throughout our community
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# Current System: What Doesn't

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- ❑ Too little assistance for too short a period of time merely postpones homelessness for too many
    - Crisis is not resolved
    - Household barred from receiving future financial assistance for 12 months
  - ❑ Emergency and Transitional Shelter spaces taken up by non-chronic clients
  - ❑ Children traumatized
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# New System

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“No Wrong Door”  
through  
Homeless Prevention Assistance  
Consortia

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# New System: No Wrong Door

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- ❑ Multiple entry points still, but no self-declared restrictions on clients to be served or amount to be provided
  - ❑ Multiple funding streams, accessible to all entry points / providers
  - ❑ Uniform (or standardized) criteria, services and forms
  - ❑ Easily able to expand to include more providers
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# New Opportunity

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\$4 million in new federal funding



# Unique Opportunity

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- ❑ Passage of the American Recovery and Reinvestment Act of 2009
  - ❑ Created a new funding stream specifically designed to help communities improve their response systems for preventing homelessness
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# American Recovery and Reinvestment Act of 2009

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- ❑ February 2009, Congress passed the Recovery Act of 2009
  - ❑ Authorized new funding to prevent homelessness in this troubled economy
  - ❑ Tight time-frames require immediate implementation
  - ❑ Fortunately, Southern Nevada was already working on a Plan
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# Homeless Prevention & Rapid ReHousing Program Funds

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<input type="checkbox"/> Clark County	<input type="checkbox"/> \$2,595,173
<input type="checkbox"/> City of Las Vegas	<input type="checkbox"/> \$2,105,118
<input type="checkbox"/> North Las Vegas	<input type="checkbox"/> \$ 677,704
<input type="checkbox"/> State of Nevada allocation to Southern Nevada	<input type="checkbox"/> \$ 897,388
<input type="checkbox"/> Grand Total for Southern Nevada:	<input type="checkbox"/> \$6,275,38*

\*Total available through June 2012.

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# HPRP Funds Committed to this New Prevention System FY09/10:

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|--|---------------------------------------|
| <input type="checkbox"/> Clark County  | <input type="checkbox"/> \$2,595,173  |
| <input type="checkbox"/> North Las Vegas                                     | <input type="checkbox"/> \$ 677,704   |
| <input type="checkbox"/> State of Nevada<br>allocation to<br>Southern Nevada | <input type="checkbox"/> \$ 897,388   |
| <input type="checkbox"/> Grand Total for<br>Southern Nevada:                 | <input type="checkbox"/> \$4,170,265* |

\*Total available through June 2012.

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# Funds Available for Rent / Utility Assistance: \$ 2.9 million

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- \$2,935,299 in Flexible Financial Assistance, to be expended before June 2012
    - Approximately \$88,950 per month
    - Approximately 100 households per month
    - Approximately 1,320 (unduplicated) households to be served by grant
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# HPRP – New Funding Stream, New Requirements

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- For all the benefits of the HPRP funds, they came with a new set of eligibility criteria
    - Households must have incomes at or below 50% AMI
    - Assistance can be provided for up to 18 months in the next 36 months
    - More flexibility in paying arrears
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# HPRP to fund HMIS enhancements

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- Up to 8% of the HPRP funds will be used to make enhancements to the HMIS system to improve our ability to manage the information related to
    - Clients
    - Funding
    - Services
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# Goal: No Wrong Door

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- ❑ Multiple entry points (multiple providers)
  - ❑ Geographically dispersed
  - ❑ Multiple funding streams accessible to all entry points / providers
  - ❑ Uniform criteria, services and forms
  - ❑ Client-focused (if ineligible for the program they applied for, let them know what they are eligible for)
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# No Wrong Door – How?

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- Homeless Assistance Providers forming a Consortium, with one designated as Lead Agency, or fiscal agent
    - Lead Agency = the one agency in the Consortium that would be responsible for all financial management of all available funding streams
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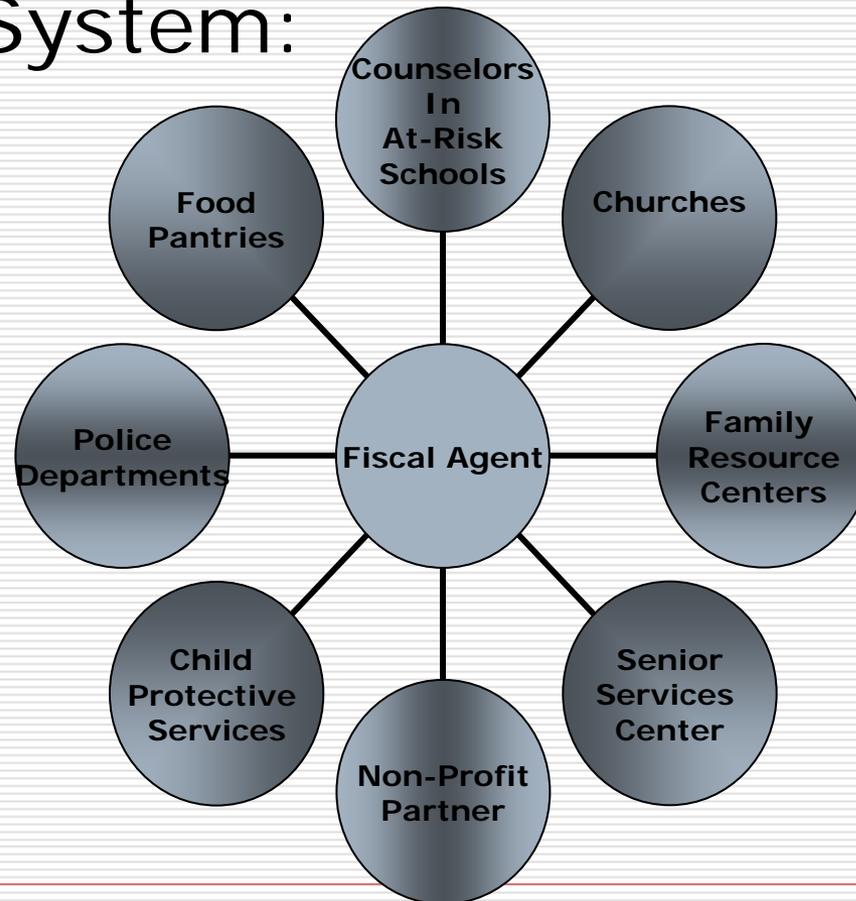


# Homeless Prevention - Proposed

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## □ Proposed System:

Consortia of multiple community-based partner agencies, allowing for many "Front Doors"



# No Wrong Door – How?

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- All Homeless Prevention Assistance providers will use the *same* eligibility criteria, the *same* intake and service forms, the *same* outcome measurements, and the *same* service techniques
  - So that if the *same* client applies at Agency A, they will receive the *same* answer and the *same* service as they would if they applied at Agency D
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# No Wrong Door – How?

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- Homeless Management Information System, centrally manages
    - **Clients** (eligibility, identify needs, identify potential services, given services, housing status, shelter status, service use, and successful outcomes)
    - **Funding** (track funding availability, funding assignment to client, funding eligibility)
    - **Services** (eligibility screening, service availability, service assignment, service use, wait lists)
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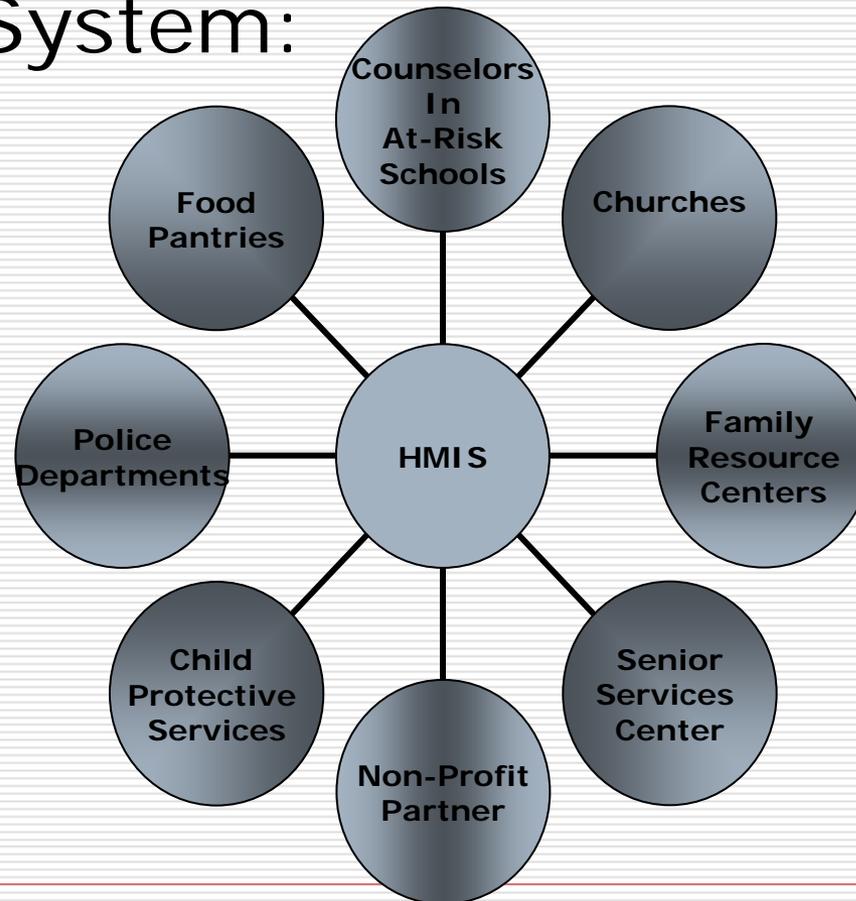


# Homeless Prevention - Proposed

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## □ Proposed System:

**HMIS manages client eligibility, services provided to client, and funding streams most appropriate for client's needs**



# Homeless Prevention Assistance Consortia

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- ❑ 1-3 HPA Consortia consisting of 10 or more partner agencies, will provide 30 or more “front doors” for needy households to apply for assistance
  - ❑ Having only 1-3 Lead Agencies applying for, receiving, and administering federal and local funds for homeless prevention, these multiple funding sources will be able to be used strategically
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# HPA Consortia – Partner Agencies

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- Community-based “front doors”
  - Serve clients
    - Intake
    - Needs Assessments
    - Eligibility Screening
    - Budgeting & Money Management skills
    - Ongoing Service Coordination
    - Helping to find housing
    - Helping to keep housing
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# HPA Consortia – Lead Agency

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- Applies for, and manages, all 9+ funding streams available to assist with homeless prevention
  - Provides support functions to Partner Agencies (training, consultation on difficult cases, fiscal management of flexible financial assistance provided on behalf of Partner Agency clients)
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# HPA Consortia – Lead Agency

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- Hiring and oversight of “Housing Harvesters” to build positive relationships with Landlords and developing other housing opportunities
  - Manage all public funds in accordance with Generally Acceptable Accounting Procedures and federal rules and regulations
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# HPA Consortia – Lead Agency

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- ❑ Writes the checks to the landlords and utility companies
  - ❑ Interacts with the landlords and utilities with concern to payment or nonpayment
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# HPA Consortia

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- ❑ Still in design “mode”
  - ❑ Will solicit Requests for Qualifications to determine a “short list” of possible HPA Consortium Lead Agencies
  - ❑ Selected Lead Agencies will be expected to participate in weekly Planning meetings to further develop this No Wrong Door approach
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# RFQ for HPA Consortia

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- ❑ To be released after HUD approves our Substantial Amendment to add the HPRP funds
  - ❑ Anticipated due-date of July 27, 2009
  - ❑ Pre-Submission Conference scheduled for Thursday, July 16, 2009 1:30 – 4:30 (Clark County ODC Room #1)
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# HPA Consortia – Selection Process

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- The SNRPC Committee on Homelessness will review the submissions to the RFQ at the next meeting (August 13, 2009)
  - Make a recommendation for one to three agencies to be considered as Lead Agencies
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# HPA Consortia – Selection Criteria

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- Recommendations will be based on:
    - Number, geographic diversity, and quality of partner agencies
    - Financial solvency of proposed Lead Agency
    - Experience of Lead Agency with multiple sources of federal funds, collaborative efforts with other agencies, and in providing homeless prevention services
    - HMIS Use and Data Quality
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# HPA Consortia –Selection Process

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- The SNRPC CoH's recommendations will be presented to the Clark County Board of Commissioners and the City of North Las Vegas Council members for final selection
    - Clark County: September 1, 2009
    - North Las Vegas: September 2, 2009
  - Grant agreements will be in place by September 16, 2009
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# Questions?

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Inquiries, Questions, Suggestions are welcome! Simply submit them in writing:

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