
Targeting, Outcomes and Evaluation in a Family Rapid Re-Housing System: Strategies from Cincinnati, OH

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Agenda

- ▶ **CoC System Overview**
 - ▶ Vision
 - ▶ Goals
 - ▶ Inclusion and Structure
 - ▶ Measuring Success through HMIS
- ▶ **Family homeless Structure**
 - ▶ Structural Change
 - ▶ Focus on Recidivism
 - ▶ Central Access Point
- ▶ **RRH**
 - ▶ The Flow
 - ▶ Screening
 - ▶ Assessment
 - ▶ Going Forward

System Vision

A unified community VISION for the overall CoC...

- ▶ To continue to develop and implement a **single, coordinated, inclusive** homeless assistance system.
- ▶ To support homeless persons in their **movement** from homelessness to economic stability and affordable permanent housing within a supportive community.
- ▶ To be **inclusive** of all the needs of all Cincinnati/Hamilton County's homeless, including the special services and housing needs of homeless sub-populations.

System goals

Focus programs and outcomes on HUD goals

➤ Increase skills/income

➤ Obtain/maintain housing

Inclusion & Structure

- ▶ Everyone has a place
 - ▶ Homeless Think Tank
 - ▶ What works...
 - ▶ What doesn't
 - ▶ Design your "dream program"
- ▶ Inclusive decision making
 - ▶ Annual Grant Process – Large Group Scoring
 - ▶ Performance Indicators (Pre-scored)
 - Spending, Income Outcomes, Housing Outcomes, Housing Focus
 - ▶ Community Measures
 - Need, Capacity, Soundness of Approach, Comprehensiveness, Cost Effectiveness
- ▶ Working Group Structure

Measuring Success



- ▶ Cincinnati's HMIS system is built by The Partnership Center, Ltd. - VESTA®
 - ▶ HMIS Managed through one of the Working Groups – The HMIS Advisory Committee
 - ▶ 100% participation of
 - Street Outreach (PATH, SHP, Private)
 - Emergency Shelters (including faith based)
 - Transitional Housing
 - Permanent Supportive Housing
 - Service only programs
 - Health Care for the Homeless

▶ Why...

VESTA is as much a part of the process as it is the product the community uses to measure success.

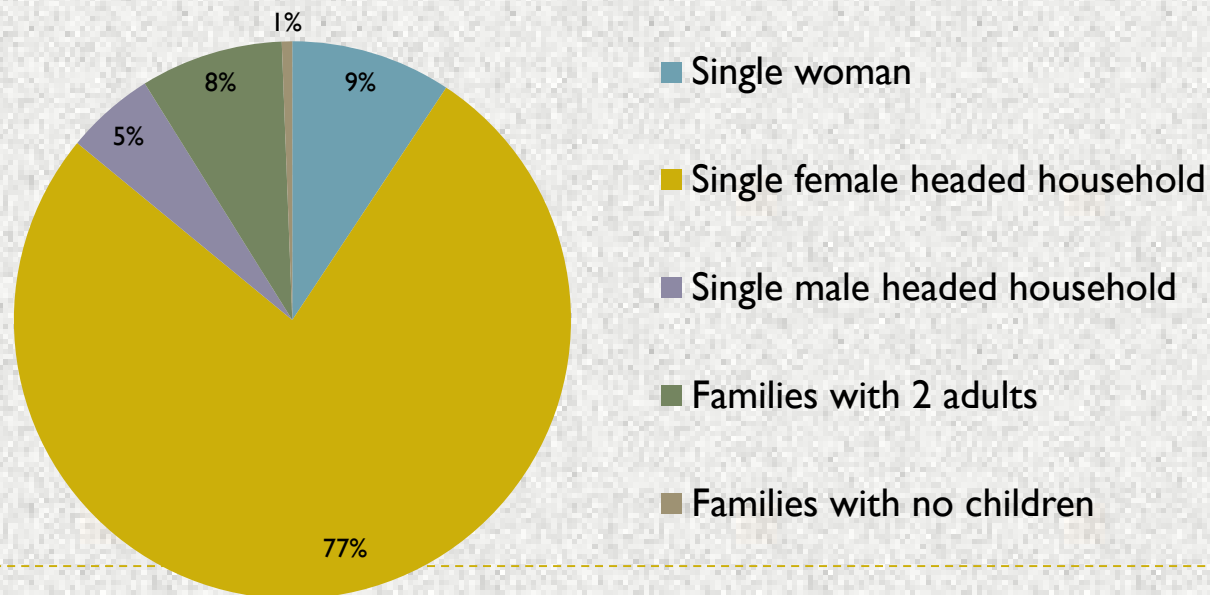
Pre RRH – Family Shelter Partnership(FSP) 1999 – 2010

- ▶ Gathered all family shelters into a partnership beyond an “MOU”
 - ▶ Created meaningful, regular interaction between agencies
 - Weekly shelter case management meetings
 - Monthly shelter directors meetings
 - Quarterly executive directors meetings
 - ▶ Changed the way the family shelters worked with welfare
 - ▶ Changed the way family shelters applied for funding
 - Consolidated grant applications under the “FSP” umbrella for Federal, State, Local and Private resources.

CREATED A PARADIGM SHIFT

Families in Shelter

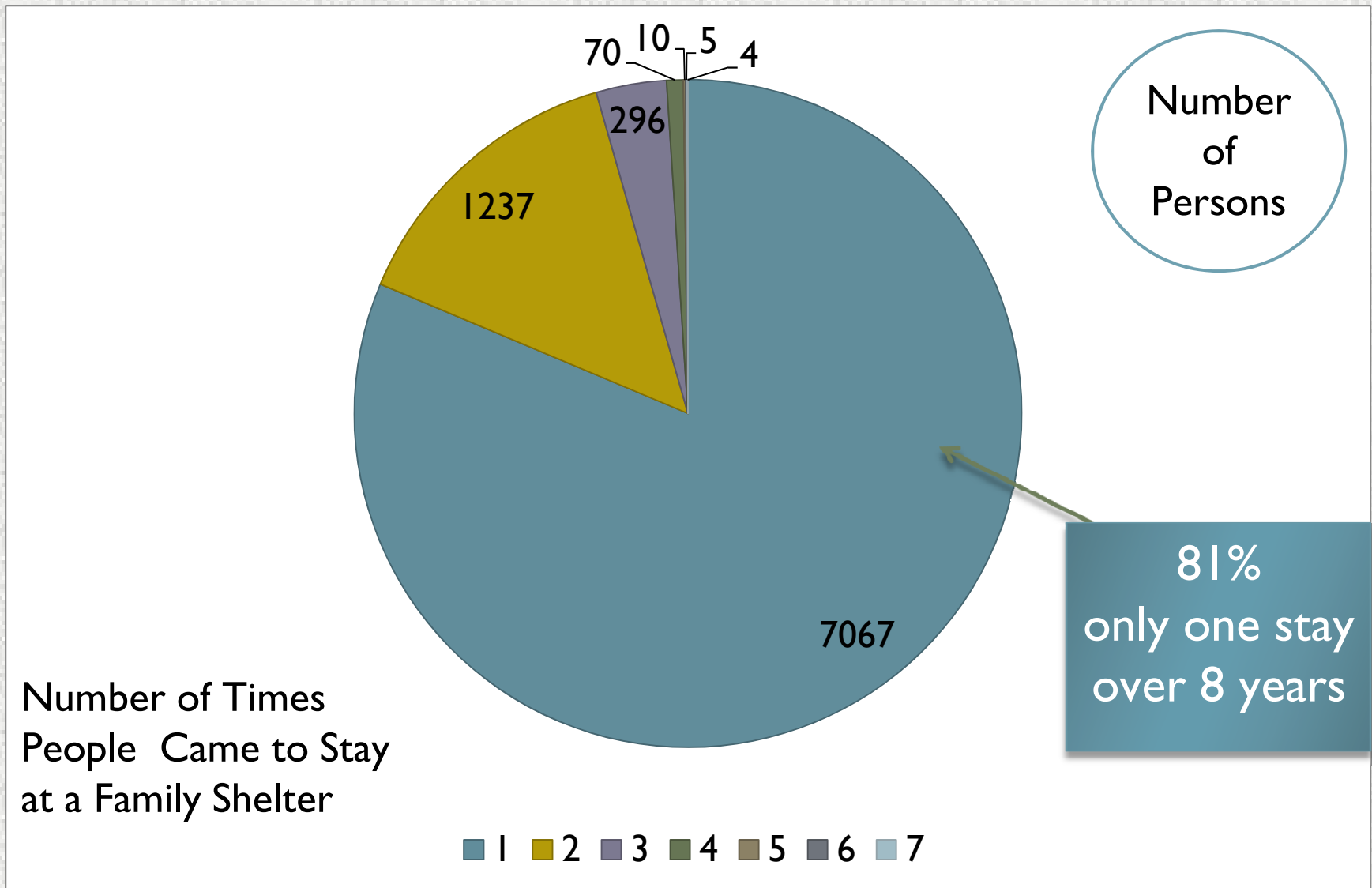
- ▶ Five Family Shelters plus the Domestic Violence Shelter
- ▶ Family Shelter Data 2009
 - ▶ 1,503 unduplicated people, 484 unduplicated families
 - ▶ Average # adults served per day: 58
 - ▶ Average # children served per day: 111



FSP – Looked at “Recidivism”

1. Changed critical pieces of shelter “rules” – requiring appropriate exit plans...not allowing shelter hopping.
2. Used VESTA to look across all family shelter intakes for an individual to identify recidivism and its possible reasons on a case by case basis.
3. Created “shelter solutions” with the welfare department to stop sanctions for homeless families.
4. Created “FSP pooled funding” to address families fundamental financial issues (paying back rent, utility bills, deposits, etc.). CM together review cases and allocate funds at “Monday meeting”

Look at the data...over 8 years



Creating a Central Access Point

- ▶ A process of agreeing to the need
- ▶ A process of considering current “rules for shelter”
- ▶ A process of documenting who does what

- ▶ Then the solution
 - ▶ A Program
 - ▶ A Software Solution



Creating & Using a Central Access Point

FSPP Shelter	Singles	Families with Children	Two Parent Married with Children	Two Parent Unmarried with Children	Couple without Children Married	Couple without Children Unmarried	Same Sex Female Couple with Children	Same Sex Female Couple Without Children	Boys up to AGE
Shelter A	Yes	Yes	Yes @ Hotel	Yes @ Hotel	No	No	Yes	No	Shelter – 12; Hotel no limit
Shelter B	No	Yes	Yes	Yes	No	No	Yes	No	18 or under guardianship
Shelter C	Yes	Yes	Yes	Yes	No	No	Yes	No	18 or under guardianship
Shelter D	No	Yes	Yes	Yes	No	No	Yes	No	18 or under guardianship
Shelter E	Yes	Yes	No	No	No	No	Yes	No	11
Shelter F	Yes	Yes	No	No	No	No	Yes	No	18 or under guardianship

Technology Solution – Bed Finder

BHS - Family Shelter (30 max beds, 15 reserved/occupied)

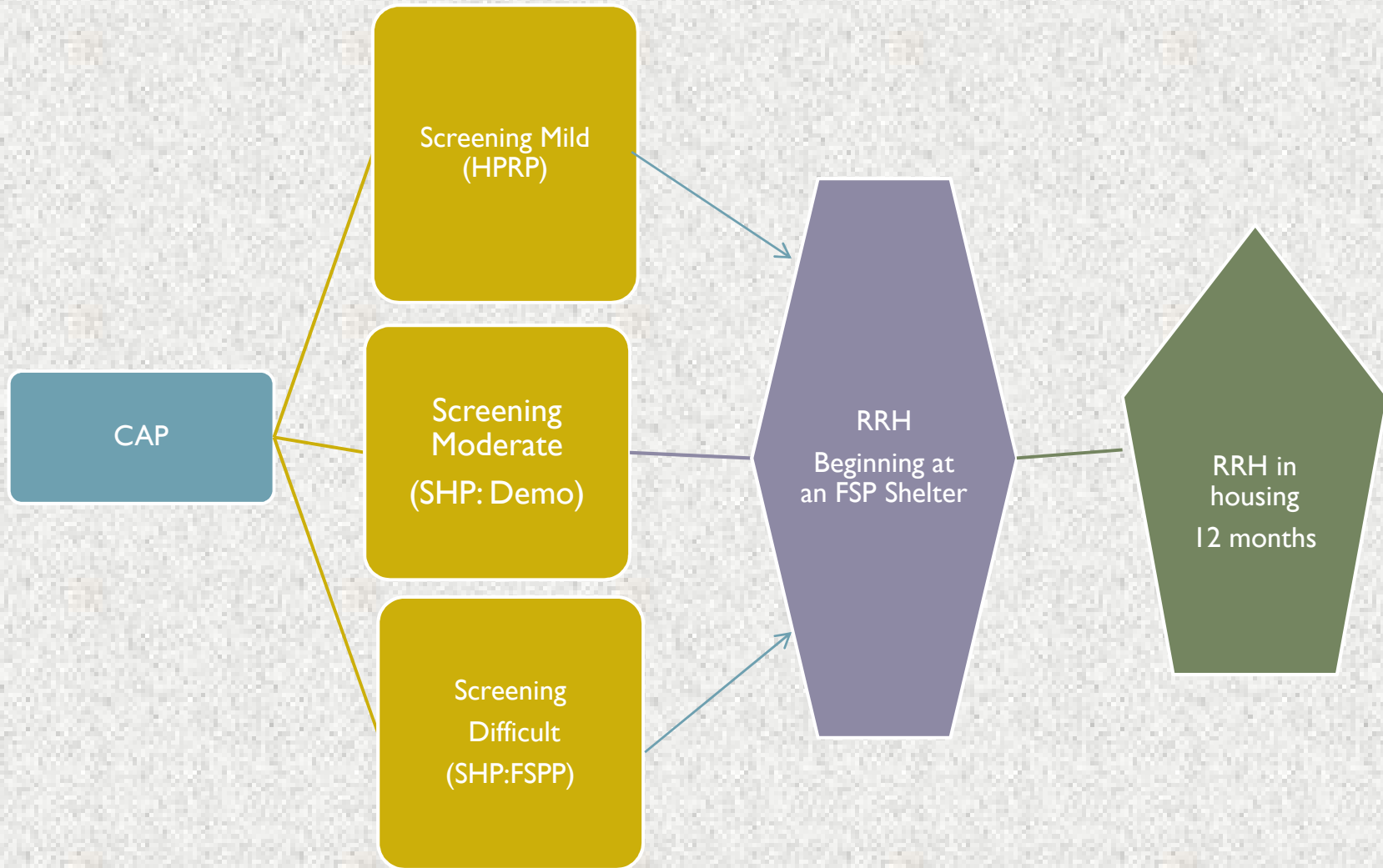
We have 23 total beds and six cribs. > [CHAT via MSN Messenger](#)

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Rapid Re-housing Demonstration

- ▶ **The RRH Demonstration also began with a process**
 - ▶ Listening to the Case Managers who actively worked with families.
 - ▶ Development of a Screening Tool - together
 - ▶ Development of an Assessment Tool – used across the board for all families RRH or not
 - ▶ Continued the FSP model
 - ▶ Brought in a new “shared case management” system
- ▶ **Again – focusing on HUD goals**
 - ▶ Obtaining and maintaining housing
 - ▶ Increasing skills / income.
 - ▶ Moving folks quickly from shelter to housing

The Flow



Screening

▼ RRH SCREENING

Date	Program	User
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- 2/17/2010	BHS - Family Shelter	
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Shelter history	First time homeless
Primary reason for homelessness	Doubled up (first time), asked to leave
Rental history	No barriers to rental
Back rent / utilities owed	Owes more than \$1000 in back rent / utilities / etc.
Benefit history	Currently receiving JFS benefits or eligible to receive benefits
Employment status	Not employed currently but has job history / skills
Employment history	No employment history
Mental health	No mental illness or mild / situational depression only
Substance abuse	No substance abuse use or history of abuse
Children's services history	No history with children's services
Children's issues	Moderate / treatable behavioral or health issues for one or more children

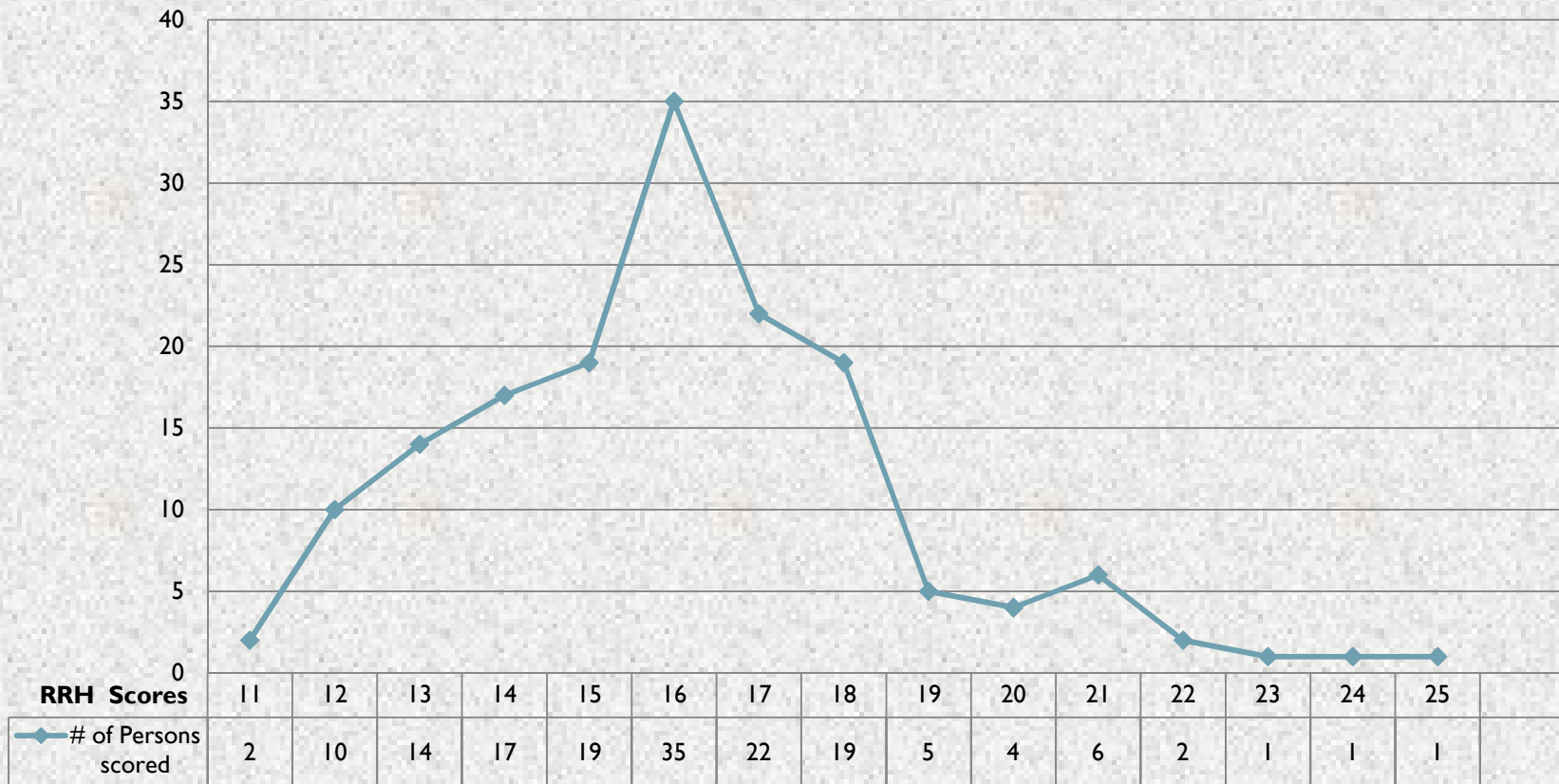
+ 2/16/2010	COC - CAP Program	
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- RRH Screening Scores

RRH SCREEN DATE	RRH SCREENING SCORE
2/17/2010	MODERATE - total score of 16
2/16/2010	MODERATE - total score of 16

Score of 16 & 17 are MODERATE

RRH Scoring



Screening moves to shelter with the intake

▶ **Pending Intakes from CAP**

▶ Kate6209

- ▶ Most recent screening: **Mild - total score of 12**

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▶ Pilar3666

- ▶ Most recent screening: **MODERATE-total score of 17**

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▶ Titania 4937

- ▶ Most recent screening: **Difficult - total score of 20**

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An Assessment

- ▶ **Homelessness**

- ▶ Reason for current homelessness Previous episodes of homelessness

- ▶ **Personal support**

- ▶ Marital status: Relationship with child(ren)'s other parent(s); Supportive extended family in community; Faith community support; Other support system

- ▶ **Housing history**

- ▶ Number of places lived in past year; Number of places lived in past 5 years; Last permanent address street; Last permanent address city state ZIP Landlord at last address; Reason for leaving last housing

- ▶ **Eviction history**

- ▶ Reason(s) for eviction Barriers to housing

- ▶ **Income history**

- ▶ Currently receiving OWF ; Currently employed; Employment issues; Spending issues

- ▶ **Education / Training**

- ▶ Literacy issues / interventions Cognitive issues / interventions Intervention attempt

- ▶ **Substance abuse history**

- ▶ SA issues

- ▶ **Mental health history**

- ▶ Mental health assessment needed; Mental health case manager; Current medication In need of medication MH issues

- ▶ **Physical health issues**

- ▶ Physical health issues

- ▶ **Life skills needs**

- ▶ **Special issues**

- ▶ **Children's issues**

Where are we today

- ▶ Learning and adapting as we go
- ▶ Focusing on the “assets of the client” not the weaknesses to encourage movement.
- ▶ Retooling to improve on the “rapid piece”
- ▶ Collecting and reviewing our data constantly

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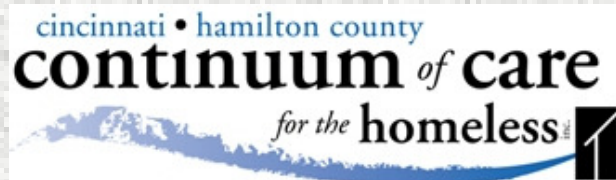
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