



Interagency Council on Homelessness

2019-2020 Year in Review

FLOW FROM HOMELESSNESS TO HOUSING

Identify Person Experiencing Homelessness

Emergency and Temporary Shelter

Placement in Permanent Housing

Housing Stability and Homelessness Prevention

Short-term Recommendations:

1. Standardized Assessment and Referral Process
2. Expanded Outreach Workers
3. Database of Housing Resources
4. Database of Resources

Long-term Recommendations:

1. Mobile Services Van
2. Clean & Safe Ambassador Program

Existing Programs and Methods:

- Outreach workers
- Community Kitchen
- Homeless Healthcare
- Chattanooga Police Dept.
- EMS and other First Responders

Impact: People experiencing homelessness are immediately linked to housing navigator.

Chronically Homeless

Short-term Recommendation:

1. Hotels for Temporary Shelter

Long-term Recommendation:

2. Low Barrier Emergency Shelter

Existing Shelters & Transitional Housing:

1. Require sobriety and/or participation in religious services
2. At capacity with waiting lists

Impact: Increased emergency and temporary shelter capacity.

Short-term Recommendations:

1. Housing Navigator & Intensive Case Management
2. Flexible Community Fund
3. Increase Scattered Site Capacity

Existing Services:

1. Housing vouchers for chronic homeless
2. Programs focused on sobriety
3. Mental health treatment programs

Impact: Increased case management capacity focused on housing.

Long-term Recommendation:

1. Align Organizations for Funding Opportunities to Expand Supportive Housing Capacity

Existing Supportive Housing:

1. Sober-living or mental health facilities
2. At capacity with waiting lists

Impact: Increased permanent supportive housing capacity and elimination of entry barriers.

PERMANENT SUPPORTIVE HOUSING

Episodically Homeless

Short-term Recommendation:

1. Hotels for Temporary Shelter

Long-term Recommendation:

2. Low Barrier Emergency Shelter

Existing Shelters & Transitional Housing:

1. Require sobriety and/or participation in religious services
2. Capacity challenges and waiting lists

Impact: Increased emergency and temporary shelter capacity.

Short-term Recommendations:

1. Housing Navigator & Service Coordinator
2. Flexible Community Fund
3. Increase Scattered Site Capacity

Existing Services:

1. Housing vouchers and scattered sites
2. Programs focused on sobriety
3. Mental health treatment programs

Impact: Increased case management capacity focused on housing.

Long-term Recommendations:

1. Incentives to Build Affordable Units
2. Flexible Community Fund
3. Clean & Safe Ambassador Program
4. Specialized Job Fairs

Existing Affordable Housing Services:

1. Affordable Housing Pilot Program
2. Low income housing complexes
3. Housing Choice vouchers

Impact: Increased housing affordability and homelessness prevention activities.

RAPID RE-HOUSING

Staffing

Housed at new Homeless Services Division in City Economic & Community Development (\$863,083 in City Budget)

- Street Outreach Workers - 4 part-time, 1 full-time (*Identify*)
- Rapid Rehousing program for Episodically Homeless
 - Housing Navigators - 4 full time (*Placement in housing*)
 - Case Managers - 3 full time (*Housing Stability*)

Housed in the Business Improvement District (\$625,000 in BID Budget)

- Clean & Safe Ambassadors - 14 (*Identify*)
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Increasing housing unit availability *(Placement)*

- Housing Navigators identified 205 affordable units from December to July
- 52 Landlord or Property Management partners
- 92 of 205 units were leased to people and families experiencing homelessness
- 38 units are currently available (1 efficiency, 10 1br, 20 2 br, 7 3br+)



Staffing (unmet)

- Expanded Permanent Supportive Housing for Chronically Homeless
 - Chronic Homeless Program working group put together a Request for Proposal for what's needed to serve this sub-population - Helen Ross McNabb is interested but did not submit a full proposal
 - 394 beds total funded through Homeless Coalition, only 80 beds “rollover” throughout the year
 - 303 chronically homeless individuals each year will not have access to permanent supportive housing due to lack of staff capacity
 - What's needed -
 - 4 Housing Navigators to maintain an average housing placement of 12 per month.
 - 8-10 Case managers to ensure 90% of clients remained housed after 6 months.

Resource Guide *(Identify)*

- Being done through existing online resource using 2-1-1
- United Way and Chattanooga Regional Homeless Coalition identified out of date resources and interns spent 2019 updating.
- United Way and CRHC applied for and received \$59,966 in state grants to employ a full time employee to manage and update the resources in this database in 2020.



Flexible Housing Fund *(Placement into Permanent Housing)*

- City of Chattanooga invested \$400,000 in FY20
 - 268 households were housed using this fund
 - 135 households used the fund to secure housing through outside agencies
 - 133 households accessed the fund through the City's Housing Navigators



Total Funded in FY20

- City Investment - \$1,263,083
- State Investment - \$59,966
- Private Investment - \$625,000

Total - \$1,948,049



Results

- 572 individuals housed from July 1 2019 to June 30, 2020 (a 64% increase over 2018)
- 148 new homeless individuals identified, assessed, and connected with housing through street outreach workers
- 20% decrease in overall homeless population from November 2019 to March 2020



Learning from Year 1

- Flexible housing assistance is most effective
- Housing Navigators add value to all existing agencies
- Unsheltered homeless have highest acuity
- Hotels remain a flexible option for meeting emergency shelter needs, but there are resource barriers to scaling this approach
- Having a plan helps focus the discussion among organizations
- Many partners are unwilling to take risks without guaranteed funding



The Year Ahead

Mary Ellen Galloway

Director of Homeless Services, Signal Centers

2021 CICH Goals

- Continue the COVID-19 response for homeless individuals and families
- Develop a media/marketing plan
- Implement a shared database and community dashboard
- Develop a temporary short-term hotel/motel housing plan
- Enhance permanent supportive housing
- Secure funding



Continue COVID-19 Response

- Work with the City, County, Homeless Coalition and Homeless Service Providers to respond to the needs of homeless and displaced individuals and families during the pandemic
- Ensure access to healthcare, testing, transportation, housing and providing basic needs like shelter, food, and hygiene



Develop Media Marketing Plan

- Communicate to the community the Action Plan to transition homeless individuals and families from homelessness to housing.
- Communicate to the community the role of CICH in reducing homelessness, the role of Signal Centers, and its lead staff person



Shared Database and Community Dashboard

- Consult with the UTK Social Work Office of Research and Public Service (SWORPS) for research design, implementation, analysis of data, and reporting of findings, in coordination with the Chattanooga Regional Homeless Coalition
- Report key performance indicators annually to the Chattanooga community



Hotel to Housing Program

- Convene an implementation team through CICH to establish a temporary short-term hotel/motel housing program linking homeless individuals and families to housing navigators, permanent housing, and case management to ensure clients remain housed



Enhance Permanent Supportive Housing

- Increase the permanent supportive housing capacity to provide chronically homeless individuals with long-term support



Secure Funding

- Identify and access funding streams to meet finance goals of projects including private funding, federal, and local foundation grant opportunities

