Palm Beach County
Community Services Department
Homelessness Public Forum

EXECUTIVE SUMMARY

History

Resolution number R-2013-1563, adopted by the Board of County Commissions (BCC) on November 5, 2013, created the **Palm Beach County Citizens Advisory Committee (CAC) on Health and Human Services** to assist the BCC in the assessment of need, planning, implementation and evaluation of a System of Care for health and human services. One of the responsibilities of the CAC is to provide a public forum for consumer, minority, and affected party in put on Health and Human Services.

Schedule

In preparation for release of the Request for Proposals (RFP) for fiscal year 2016 Financially Assisted Agencies (FAA) program funding, a public forum was convened from 2:00-3:30pm, on Friday, February 27, 2015, to hear public discussion on Homelessness services. The Public Forum was held at the Mayme Frederick Service Center in Riviera Beach.

Public Forum Dialogue

The foundation for the public forum discussion was established with a PowerPoint presentation on the goals and action steps of the **10 Year Plan to End Homelessness in Palm Beach County**, achievements to date, and next steps. In 2013, the National Alliance to End Homelessness was contracted to identify the strengths and weaknesses of the 10 Year Plan; where implementation of the plan succeeded and fell short; l and what the County should prioritize moving forward to ensure maximum impact on ending homelessness. The report, **Five Years In: An Update on the Palm Beach County Ten Year Plan to End Homelessness, is attachment.** The PowerPoint presentation is **Appendix A**. The five year update report is **Appendix A-1**

Providers and community partners dialoged about many of the issues that face the varying homeless populations in Palm Beach County. The discussion centered around limited or lack of homelessness services for youth aging out of Foster Care, unaccompanied minors, young adults, ex-felons, persons needing mental health and substance abuse treatment, and couples. A second central theme that emerged is the need for system wide collaboration.

In addition to the dialogue, forum participants provided written responses to three core questions. **(Appendix B)**   Housing and supportive services for youth aging out of Foster Care at age 18 and for persons with disabilities tied as the unmet need for homelessness services. Emergency housing and the need for system collaboration tied as the greatest need in homelessness services. Emergency services and prevention tied for the first homelessness funding priority. Employment and permanent supportive housing tied for the second priority. Wrap around supports and affordable housing tied for the third priority.

The public forum, convened by members of the Citizens Advisory Committee and facilitated by Department of Community Services staff, had participation from forty plus homeless service providers and community partners. **(Appendix C)**

FY 2016 FAA Funding Priorities*
Homelessness is one of six human services funded through the Financially Assisted Agencies program.   Eight homelessness programs, totaling $766,402, are funded in the FAA program for the current 2015 fiscal year. Annually, staff works with the Citizens Advisory Committee for Health and Human services to recommend the scope of services for categories under FAA funding for which a Request for Proposals will be issued.

Programs and services in this category should address outcomes and performance measures that demonstrate positive change toward the County's goal of ending homelessness All efforts should be in support of the **Ten-Year Plan to End Homelessness in Palm Beach County and the Five Year In: An update on the Palm Beach County Ten Year Plan to End Homelessness.**

Funding priorities for the 2016 RFP include *Emergency Housing, Prevention Services, Employment and Permanent Supportive Housing/Rapid Re-Housing.*

Preference will be given to services that are in collaboration with the Homeless Resource Center Any agency receiving FAA funding will be expected to adhere to the Standards of Care for their component as adopted by the **Palm Beach County Homeless and Housing Alliance.** *Funded agencies should be/become a member in good standing of the Homeless and Housing Alliance.*
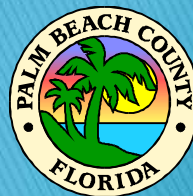
APPENDIX A

POWER POINT PRESENTATION
PALM BEACH COUNTY HOMELESS SERVICE COORDINATED SYSTEM
February 27, 2015

Palm Beach County Homeless Services Coordinated System

Presentation by Human Services
February 2015

BACKGROUND

Strategic Planning Workshops & Focus Groups

- Palm Beach County Department of Community Services assumed role of Lead Agency for the homeless Continuum of Care in January 2006

- Variety of stakeholders participated
  ◦ Homeless Service Providers
  ◦ Funding Agencies
  ◦ Community Advocates
  ◦ Homeless Individuals
  ◦ County Staff
  ◦ Consultants
  ◦ Faith-Based Organizations
  ◦ Law Enforcement

Strategic Planning Workshops & Focus Groups

▸ Conclusions:

◦ Need for community-wide support
◦ Increasing demands for services
◦ Need for long range strategic plan
◦ Limited public dollars
◦ Need for high level stakeholders
◦ Gaps in services identified
◦ Need for participants with ability to raise private funding
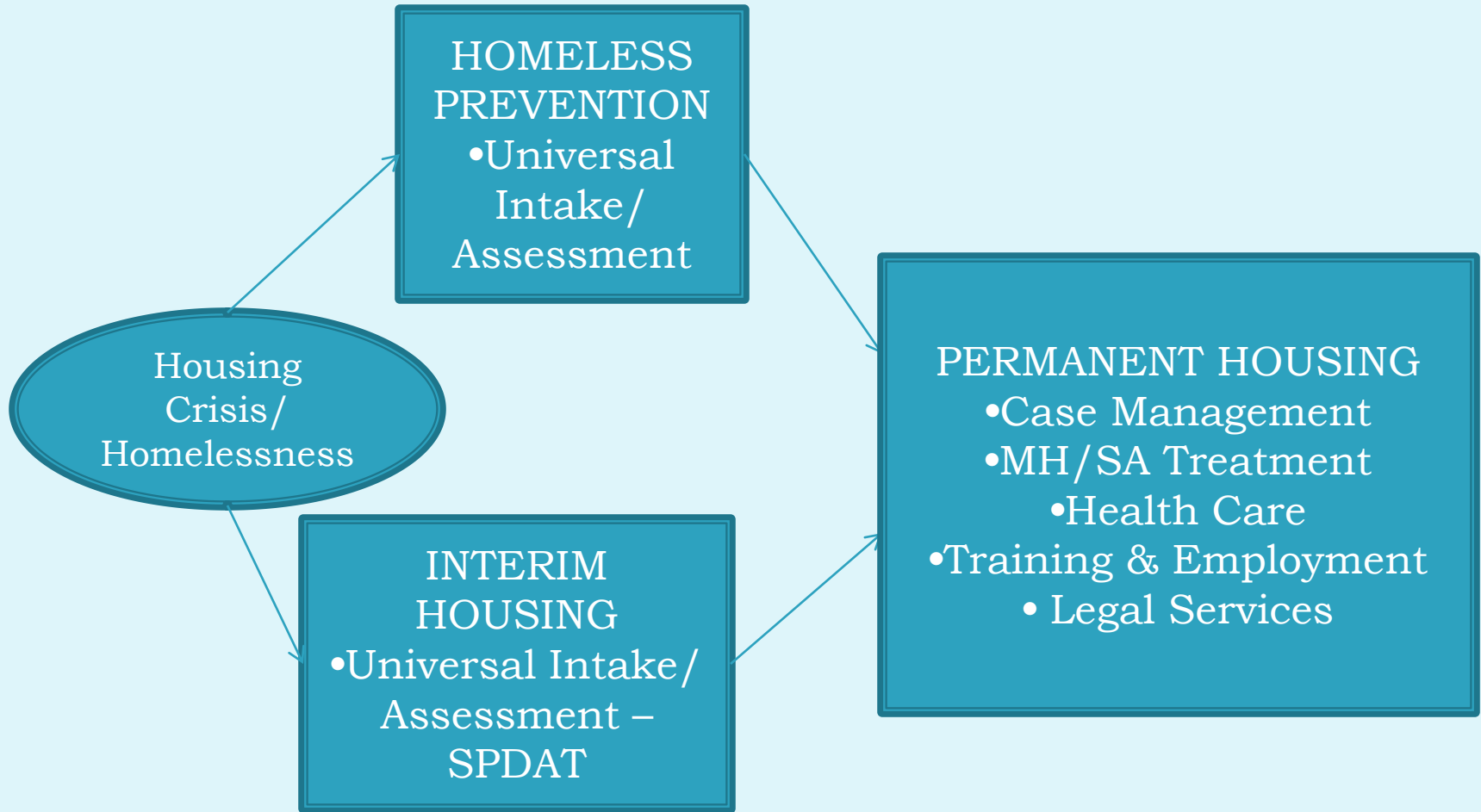
Homeless Advisory Board

▸ Established by the Board of County Commissioners (BCC) by Resolution in May 2007

▸ Authorities/Responsibilities:
  ◦ Gather community input
  ◦ Assist in preparation of Ten-Year Plan
  ◦ Make funding/legislative recommendations to BCC
  ◦ Oversee implementation of Ten-Year Plan

DEVELOPMENT OF THE TEN-YEAR STRATEGIC PLAN

Ten-Year Plan to End Homelessness in Palm Beach County

- Goals and Action Steps developed

- Formally adopted by Homeless Advisory Board on March 19, 2008

- Presented to County Commission on April 15, 2008 for affirmation

- Adoption by the Board of County Commissioners on September 23, 2008

Ten-Year Plan Methodology

Housing Crisis/ Homelessness

HOMELESS PREVENTION
- Universal Intake/ Assessment

INTERIM HOUSING
- Universal Intake/ Assessment – SPDAT

PERMANENT HOUSING
- Case Management
- MH/SA Treatment
- Health Care
- Training & Employment
- Legal Services

Based on Chicago 'Getting Housed Staying Housed ' model

Goals and Action Steps

- **Goal 1**: **Develop a Universal System for Intake/Assessment and Enhance Client Information Management Systems**
  - ◦ Universal Intake Procedures – VI SPDAT & SPDAT
  - ◦ Regional Homeless Resource Centers
  - ◦ Access to Medical/Psychiatric Assessments
  - ◦ Evaluate CMIS functionality; roll out new features and assess options

- **Goal 2**: **Provide Interim Housing Services for Homeless Individuals/Families**
  - ◦ Interim Housing for Underserved Populations
  - ◦ Centralized Comprehensive Case Management
  - ◦ Respite Beds

- **Goal 3: Coordinate Partnerships and Resources for Homeless Services**
  - ◦ Existing Service Delivery Systems Evaluation
  - ◦ Organizational Accountability to Local Continuum Standards of Care
  - ◦ Increased Collaboration Among Service Systems- Shared Referral Systems
  - ◦ Advocacy for New Local Revenues – Public and Private

- **Goal 4: Improve Access to Homeless Services with Outreach and Education**
  - ◦ Standard Operating Procedures for Local Law Enforcement
  - ◦ Coordination of Daily Outreach Efforts
  - ◦ Availability of After Hours/Weekend Outreach
  - ◦ Public Awareness Campaigns

Goals and Action Steps

- **Goal 5: Prevent Individuals and Families from Becoming Homeless**
  - Additional Housing Programs for Target Populations
  - Employment Training Programs
  - Access to High-Quality Child Care
  - Partnerships to Reduce Eviction Rates
  - SOAR - SSI/SSDI Access, Outreach and Recovery

- **Goal 6: Secure a Stable Stock of Affordable/Accessible Housing**
  - Geographically Distributed Attainable Rental Units
  - Advocacy for Housing Subsidies – HOME Funds for TBRA & Homeless Coalition Choices Vouchers
  - Inventory Existing PBC Housing –
    - Individuals: The Lords Place – Housing Locator
    - Families: Adopt-A-Family - Housing Placement Counselors

- **Goal 7: Provide System Oversight and Evaluation of the Ten-year Plan**
  - Baseline Demographic Development
  - Expand Data Gathering Systems
  - Comprehensive Annual Progress Reports

Achievements

Homeless Resource Center

- The Senator Philip D. Lewis Center opened July 2, 2012
- Partner agencies contracted to operate the Lewis Center:
- Overall Management and Services for Individuals – Gulfstream Goodwill
- Engagement and Employment – The Lord's Place
- Services for Families – Adopt-A-Family
- Health Clinic On Site – Florida Health – Palm Beach County
- Daily Outreach and Assessments – PBC Homeless Outreach Teams
- Fundraising, Advocacy and Education – PBC Homeless Coalition
- Funding decisions are made based on the Ten-Year Plan.
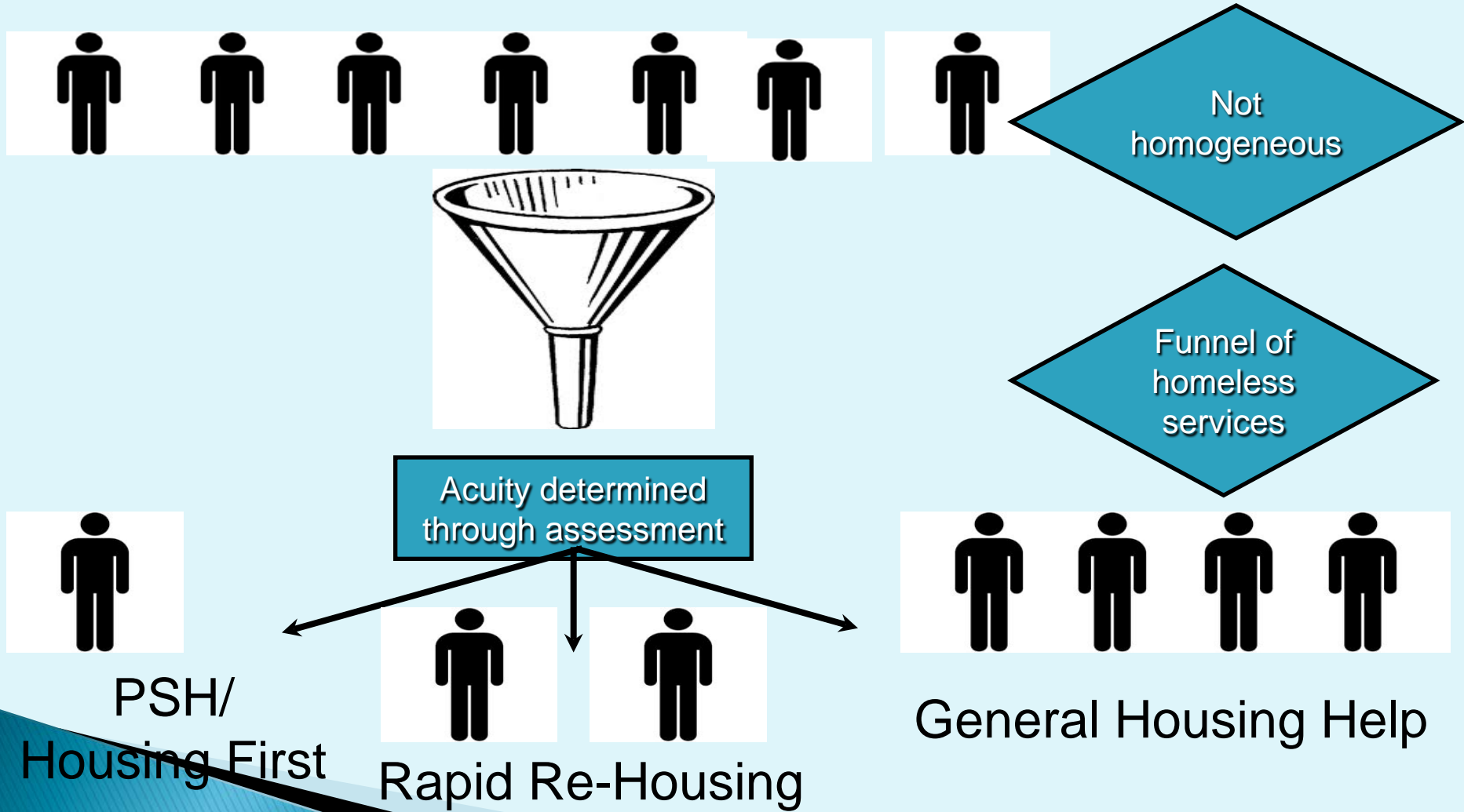
Transitions Since Onset

- Engagement Services were transitioned to Navigation provided over the phone and on-site at the Lewis Center.
- The Assessment tool changed from the Universal Model adopted from Arizona to the Service Prioritization Decision Assistance Tool (SPDAT).
- Determination of vulnerability & service need based on SPDAT Score.
- Individual Outreach expanded to two teams, focusing on those most vulnerable.
- Family Navigation targeted to the most at-risk families.
- PBC Human Services designated Collaborative Applicant and HMIS Lead.

Transitions Since Onset continued

- Housing First model became the service recommendation for the most vulnerable adults.

- Rapid Re-Housing provided to those exiting the Lewis Center Interim Housing and vulnerable families.

- Shared Dropbox established to allow other providers to select the next most vulnerable family for permanent supportive housing.

- Shared Dropbox under development for individuals.

SPDAT and HHA

Not homogeneous

Funnel of homeless services

Acuity determined through assessment

PSH/ Housing First

Rapid Re-Housing

General Housing Help

Transitions Since Onset continued

- Closing side doors to entry into homeless service delivery
- Reduction in duplication of information from clients
- Reduction in staff time for redundancy of completing assessments
- Standards for Housing First, Rapid Re-Housing and Coordinated Assessment have been established and are included in funding Requests for Proposals
- Homeless and Housing Alliance Executive Committee reviews and recommends funding allocations for homeless funding i.e. HUD CoC, Emergency Solutions Grants, HOME TBRA and FAA

Next Steps

- Expand utilization of the SPDAT, Call Module and the ID Card function in the CMIS.

- Expand utilization of CMIS and eventually be able to conduct the majority of the Point-in-Time Homeless Count through the system.

- Results of Performance Measure Outcomes for CoC and Individual Projects will be available quarterly on the HHA public website

APPENDIX B

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Homelessness Services Core Questions and Responses

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Core Question #1

Are there any gaps or unmet needs in homelessness services?

Responses were received from 19 individuals and some individuals listed more than one response.

<u>**Unmet Need**</u>

1. Housing and supportive services for *youth aging out of foster care at the age of 18.*

2. Housing and supportive services for *persons with mental illness*.

3. Housing and supportive services for *unaccompanied minors/young adults enrolled in school*

4. Housing and supportive services for *ex- felons*

5. Couples housing

6. Emergency housing for families

7. *Additional* services in the Glades

8. Supportive housing for *persons with disabilities*

9. Transitional housing for domestic abuse victims

10. Overnight/weekend shelter

11. Shower/hygiene centers

12. Walk-up centers

13. Low income housing

14. Back end housing.

Responses

3

2

2

2

1

1

1

1

1

1

1

4

4

3

Core Question #2

What is the greatest need in homelessness services?

Responses were received from 16 individuals and some listed more than one response.

Greatest Need	Responses
1. System wide collaboration particularly with planning/zoning and voters to create adequate low income housing and jobs.	3
2. Emergency housing	3
3. Funds for homeless prevention	2
4. Support services for homeless who are incarcerated due to mental health/substance abuse problems	2
5. Low income housing	2
6. Voice of the homeless	2
7. Wrap around services	2

Core Question #3

What are the 3 top homelessness services funding priorities?

1.	Emergency housing	10
2.	Prevention	10
3.	Employment	6
4.	Permanent supportive housing	6

Other funding Priorities

1.	Wrap around supports	4
2.	Affordable housing	4
3.	Support for mental health/substance abuse	3
4.	Job Training	3
5.	Manpower to support current efforts at Lewis Center	2
6.	Housing for unaccompanied minors, young adults	2
7.	Collaboration	2
8.	Walk-up services	1
9.	Supportive housing	1
10.	Back-end housing	1
11.	Services in the Glades	1
12.	Re-engagement Center	1

APPENDIX C

Homelessness Public Forum Participants

HOMELESSNESS PUBLIC FORUM PARTICIPANTS

AGENCY	NAME
1. 211 Palm Beach/Treasure Coast	Cheryl Zenon
2. Adopt-A-Family	Matthew Constantine
3. Adopt-A-Family	Emily Gorman
4. Adopt-A-Family	Joan Keiffer
5. Aid to Victims of Domestic Abuse	Pam O'Brien
6. Keiser University	**Barbara Jacobowitz***
7. Center for Family Services	Daniel Ramos
8. ChildNet	Elizabeth Wynter
9. ChildNet	Gillian Moxey
10. Children's Home Society	Kathy Serock
11. Citizens Advisory Committee	Sandra Chamblee
12. City of West Pam Beach	Armando Fana
13. Department of Children & Families	Clay Walker
14. Families First	Justine Scott
15. Families First	Julie Swindler
16. Farris Foundation	**Chris Koehn***
17. Friends of Foster Children	Wendy Tippett
18. Gulfstream Goodwill	Kathy Spencer
19. Gulfstream Goodwill/Lewis Center	Ezra Krieg
20. Jeff Industries	C. Stacy Towson
21. Magellan Health	Meagan Rappatta
22. Mental Health Association	**Pam Gionfriddo***
23. Oasis/Vita Nova	Elizabeth Smiley
24. Oasis/Vita Nova	Kenyon Link
25. Palm Beach County Attorney	Helene Hvizd
26. Palm Beach County Community Services	David Rafaidus
27. Palm Beach County Community Services	Sonja Holbrook
28. Palm Beach County Community Services	Channell Wilkins
29. Palm Beach County Community Services	Roger Nielsen
30. Palm Beach County Department of Economic Sustainability	Jo Miller
31. Palm Beach County Youth Services Department	Tammy Fields
32. Palm Beach County School District McKinney Vento Program	Beth Lefler
33. Palm Beach County School District Safe Schools	Kelly Mullen
34. Palm Beach County School District Safe Schools	Jerri Burns
35. Salvation Army	Pam Berry
36. Salvation Army	Greg Rydman
37. Southeast Florida Behavioral Health Network	Rita Ruggles
38. St. George's Center	Cynthia Ryan
39. St. George's Center	Cinthia Becton
40. The Lord's Place	Diana Stanley
41. The Vicker's House	Aaron Ahlum