

**Where is the largest unmet need in our homeless system at this time?**

Answer Choices	Responses	
Permanent Supportive Housing	58.89%	53
Prevention/Diversion	33.33%	30
Transitional Housing	28.89%	26
Emergency Shelter	25.56%	23
Transitional Housing/Rapid Re-Housing (hybrid model)	24.44%	22
Rapid Re-Housing	17.78%	16
Street Outreach	16.67%	15
Other (please specify)	12.22%	11
	<b>Answered</b>	<b>90</b>

Other (please specify)

- Quality Affordable housing
- proper supports for those with co-occurring diagnosis
- Transitional Housing with lite medical oversight
- Financial assistance
- easy treatment options for addiction and mental health
- emergency shelter for those who are sanctioned or with pets
- Permanent & Supportive Housing for young adults that doesn't require a disability.
- Programs for youth who have legal guardians that won't consent to the supports they need
- Affordable housing , ADA housing
- available safe, maintained, rent reasonable scattered site apartments.
- Homeless housing for special needs clients - clients that cannot or have not been able to successfully be housed within standard PSH programs.

### Homeless Sub-Populations

Answer Choices	Responses	
Chronically Homeless	47.73%	42
Unsheltered Homeless	38.64%	34
Families	31.82%	28
Fleeing Domestic Violence	28.41%	25
Re-entry	27.27%	24
Transition Age Youth (18-24 years old)	22.73%	20
Other (please specify)	7.95%	7
Veterans	6.82%	6
	<b>Answered</b>	<b>88</b>
	<b>Skipped</b>	<b>2</b>

Other (please specify)

Youth Activities/Support 10-16

Unaccompanied minors ages 12 - 17 and parenting minors

mentally ill

Populations with Behavioral Health or Substance

homeless with ability levels that make it unsafe for them to be in a traditional housing setting. (psychological, physical, developmental)

Unstably housed - doubled up/couch surfers/eviction risk

Eviction from mobile home parks sold for upmarketing

**What one (1) activity should be the focus of PEH and HSN activities in the coming year?**

Answer Choices	Responses	
Increase capacity (more shelter beds, more PSH beds, more prevention dollars)	23.60%	17
Support Services	19.40%	14
Landlord Engagement	15.20%	11
Other (see below)	13.80%	10
Advocacy	8.30%	6
Coordinated Entry	5.50%	4
Improving/Accessing Mental Health Services	5.50%	4
Street Homelessness	4.10%	3
Training	4.10%	3

**Other:**

Tracking changes and trends as related to COVID-19

Post pandemic homelessness.

Project Homeless Connect resuming would make a huge difference!

Repeating homeless clients should have payees.

less paperwork , more funding

Upcoming amounts of eviction once moratorium is lifted

Evaluate our County's emergency housing and rental assistance programming and process. See how it compares to other counties and look at its impact on the homeless in our community by analyzing the families and individuals who have been in and out of homelessness for years/decades through HMIS data.

Social justice

Domestic violence

Holding agencies that are getting funding to be accountable for doing what they say their going to do.

**What are the primary barriers to accessing Housing?**

Answer Choices	Responses	
Affordability	77.78%	70
Availability	63.33%	57
History of Prior Evictions/Poor Rental History	37.78%	34
History of Bad Credit	34.44%	31
Units that meet Housing Quality Standards (HQS)	26.67%	24
History of Criminal Justice involvement	20.00%	18
Discrimination	18.89%	17
Other (please specify)	8.89%	8
Accessibility (mobility)	6.67%	6
	<b>Answered</b>	<b>90</b>
	<b>Skipped</b>	<b>0</b>

Other (please specify)

Actually everything above is a barrier.  
 unmet mental health and addiction issues  
 Beds/programs for persons with significant MH challenges are few and very difficult to access, especially for youth and young adults.  
 History of Behavioral issues  
 Landlord unwillingness to work with subsidizing agencies  
 lack of ID, or proof of income  
 Housing quality - physical conditions & unprofessional/inept/unethical owner/LL  
 HUDs FMR rates

**What would have the biggest impact on improving housing stability for persons experiencing homelessness?**

Answer Choices	Responses	
Support Services	41.60%	35
Affordable Housing	23.80%	20
Changing How Programs Are Evaluated/Changing Parameters Of Homeless Housing Programs	10.70%	9
Other (see below)	9.50%	8
Employment and/or Other Income Sources	7.10%	6
Landlord Engagement	4.70%	4
Improved Physical and/or Mental Health	2.30%	2

Other:

Security deposits

eviction prevention and innovative housing based on housing first model

grants, funding, human service workers who are not burned out and actually seem like they are there to help instead of annoyed with the at risk population....

Community led housing programs and funding not controlled with Governemnt restrictions

make it a human right and take the profit motive out of housing

provide more than one month's rent

DK

More prevention/diversion services available

***What would have the biggest impact on improving housing stability for persons experiencing homelessness?***

- **Creating a definition of “housing stability”**
  - Should be defined by the community
  - It will be the standard for the community
  - Use shared language
  - Should have aspects of:
    - Length of stay in the housing program
    - Affordability of unit
    - The tenant’s safety in the unit (neighborhood conditions and physical condition of housing unit)
    - Source of income should be stable (SSA and/or TA/GA benefits)
  - What goals and expectations can be set to ensure people succeed in PSH
- **Improved landlord relations**
  - Need to find landlords who are willing to accept tenants with mental health, substance use issues **AND** who understand the difficulties that those tenants might have with maintaining housing **AND** who are willing to be lenient with lease violations
  - Tenants are wary of interacting with landlords, even minor interactions such as informing landlord of maintenance issue
    - Training for CM and HH CM to proactively address these issues
  - Mediation services between landlord/program staff/tenant to avoid evictions and/or address lease violations
  - Program staff end their workday but many tenant issues occur overnight
  - Disintegrating relationships with landlords due to eviction moratorium
- **Support services**
  - Peer advocates can cultivate unique rapport with client to supplement services offered by case manager and can encourage client to engage in services
  - More accessible mental health services
    - Partner with the City to take advantage of broadband internet access for low-income households for the purpose of telehealth
    - It is difficult for clients to schedule appointments so far into the future
    - Hoarding is prevalent in SRO units; this is a difficult MH issue to treat
    - Desire to find 24/7 MH services for those in crisis
  - Have program staff available outside normal business hours
  - Life Skills (including financial literacy) to assist tenants with basic living skills, such as taking out trash
  - Financial literacy and budgeting must be taught/discussed at every visit (it was suggested that budgeting meetings should happen weekly)

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- Support services that are specific to Youth that are new to living on their own
- Provide training to Health Home Care Managers and other community workers that is specific to keeping people housed to help support housing after the tenant leaves the program
- PSH programs wish to know client's barriers and abilities to live independently prior to entering program/moving to unit; would like to participate in case conference between referring worker and PSH program to discuss client in depth
- Increasing frequency and intensity of support services for PSH; particularly when people first move into housing and for the chronically homeless
- More wrap around services for homeless population similar to what is available for seniors or persons with disabilities; i.e. - aide service, assistance with shopping, etc.
- **Advocacy**
  - Increasing the public assistance budget
  - Raising awareness of gap between availability of dedicated "affordable" units and need in the community for those earning below 30% AMI
  - Need to look at how youth are prioritized for housing
- **Affordable Housing**
  - Increased incentives for the development of affordable housing that reaches households that are <30% AMI
  - Catch 22 regarding repairs and housing conditions. If unit is in good repair and has proper CofO -it is likely the rent will not be affordable and/or above FMR or rent reasonableness standards
  - Finding accessible units (first floor, handicapped accessible)
  - Availability of units where utilities are included
  - Need to increase stock of safe, affordable housing
  - Increase affordable housing options for people outside the CoC funded programs
    - Increasing access to ESSHI projects
    - Making SPOA work for homeless households
    - Pilots that explore using Medicaid for funding housing
- **Barriers to Housing**
  - Difficulty getting documentation within 45 day requirement
  - Chronic homeless documentation
  - Complexity of the housing system
  - Credit checks/history of eviction

#### **Overall Themes:**

- Success is dependent on maximum collaboration between organizations and systems
- Standard, person centered definitions for terms such as: affordable, safe, quality housing, safe housing
- Lack of knowledge on what is going to occur after eviction moratorium ends
- Improved discharge planning