Housing in the Face of a Natural Disaster

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agenda

The Disaster Experience

Components of a Re-Housing Response

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A Disaster Example?

- More than 19 trillion gallons of rainwater fell on parts of Texas, causing widespread, catastrophic flooding

- Nearly 80,000 homes had at least 18 inches of floodwater, 23,000 of those with more than 5 feet

- The Houston area experienced the largest amount of rainwater ever recorded in the continental United States from a single storm (51.88 inches)

- Twenty-four hospitals were evacuated

- 61 communities lost drinking water capability

- 23 ports were closed

- 781 roads were impassable

- Nearly 780,000 Texans evacuated their homes

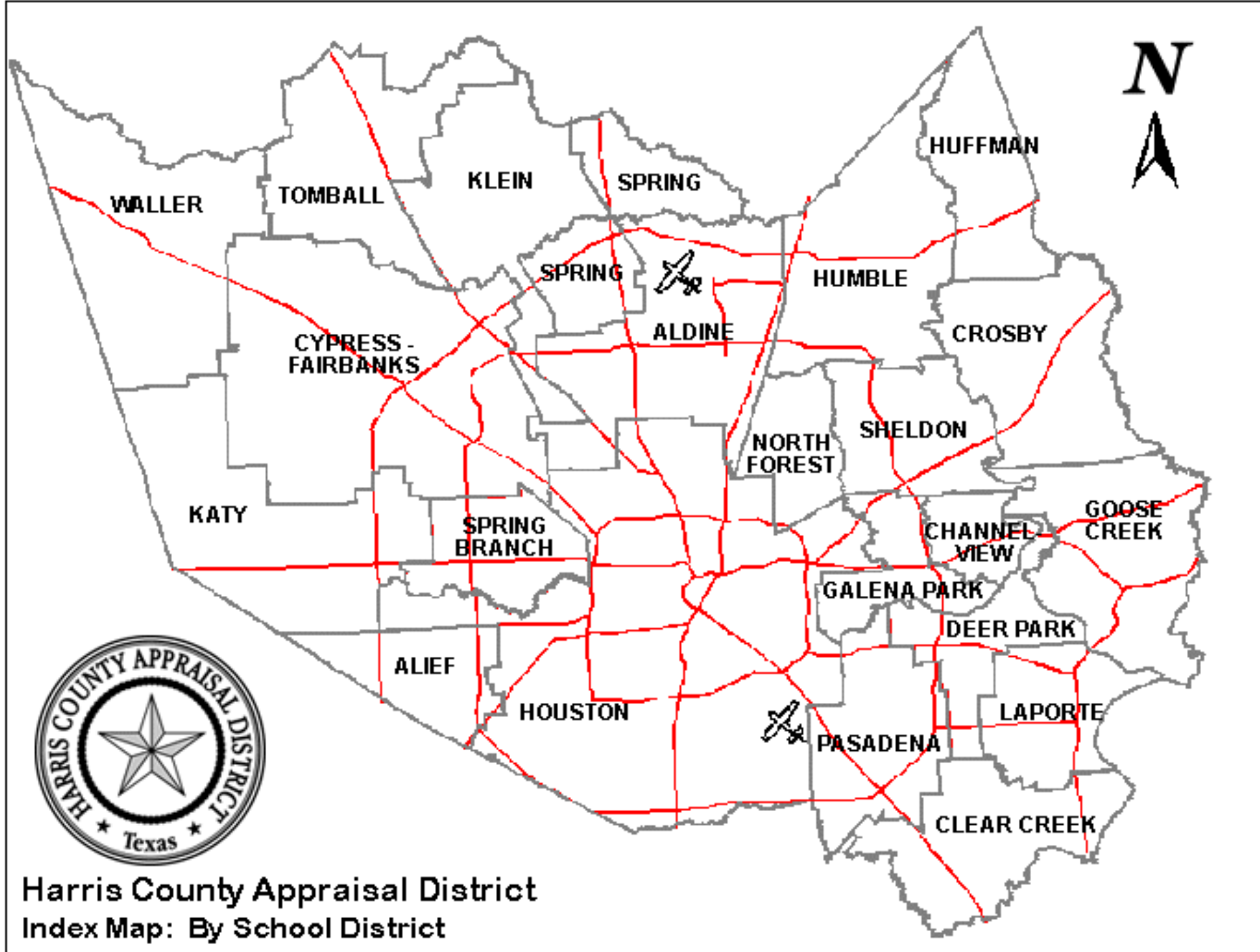- In the days after the storm, more than 42,000 Texans were housed temporarily in 692 shelters

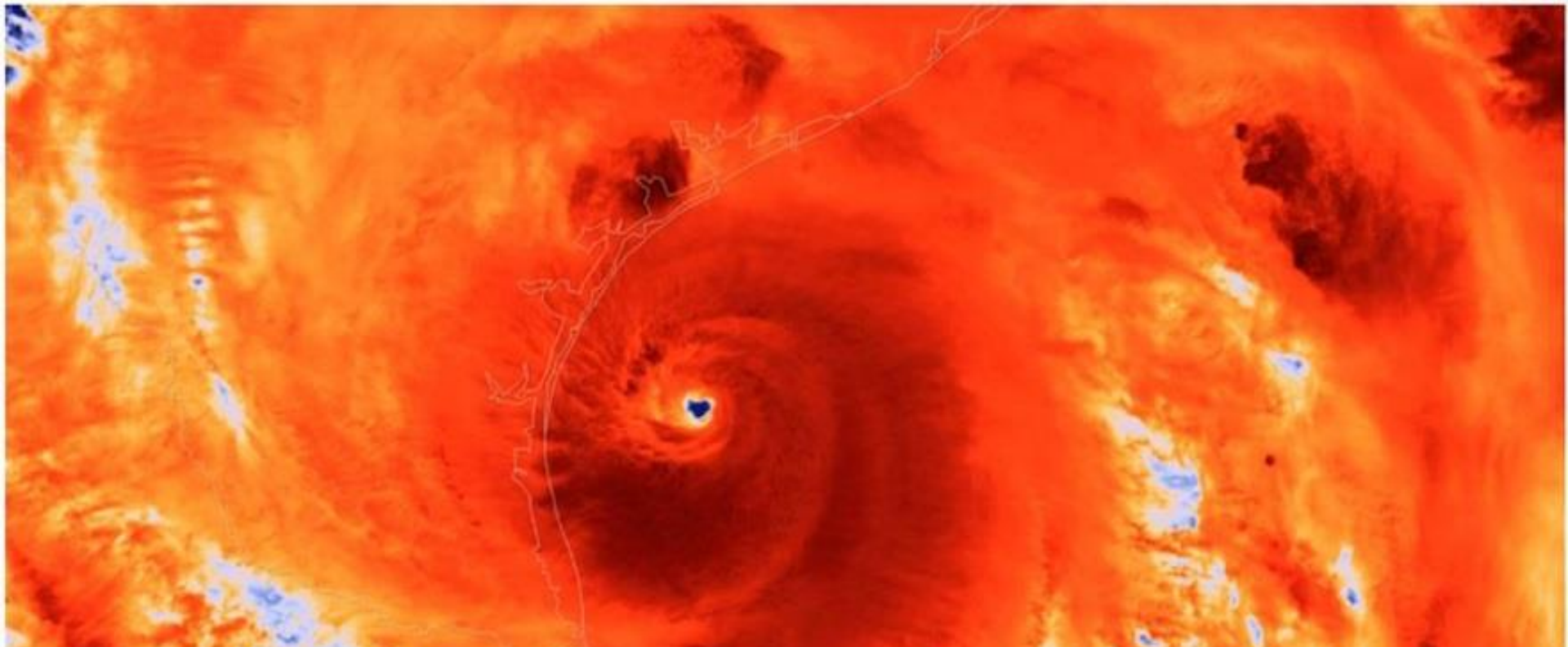- Local, state and federal first responders rescued 122,331 people and 5,234 pets
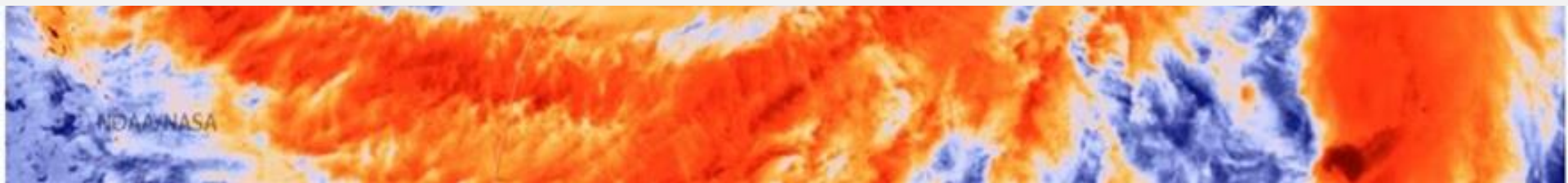
- Nearly 35,000 Texans entered disaster shelters

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N

WALLER

TOMBALL

KLEIN

SPRING

HUFFMAN

SPRING

HUMBLE

ALDINE

CROSBY

CYPRESS -
FAIRBANKS

SHELDON

NORTH
FOREST

KATY

SPRING
BRANCH

CHANNEL-
VIEW

GOOSE
CREEK

GALENA PARK

DEER PARK

ALIEF

HOUSTON

LAPORTE

PASADENA

CLEAR CREEK

HARRIS COUNTY APPRAISAL DISTRICT
Texas

Harris County Appraisal District
Index Map: By School District

Hurricane Harvey

Phases of Shelter Operations

Priority: Resource Shelter

Priority: Transition shelter residents to appropriate housing

**PHASE 1
EVENT HAPPENS**

• People seek shelter

**PHASE 2
POPULATION DECLINES**

• Electricity restored

• Roads open

• Residents reestablish self-sufficiency and leave shelter

**PHASE 3
POPULATION PLATEAUS**

• Remaining residents unable to reestablish self-sufficiency w/o additional support services

• Casework identifies individual client needs

• Needs matched to available resources within community

**PHASE 4
SHELTER CLOSES**

• Residents choose appropriate housing solution

SHELTER POPULATION

EVENT

TIME

Shelter Transition Team

Intensive casework begins

Resources identified for unmet needs

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Shelter Partner Roles

- **PHA**
- **FEMA**
- **HUD**
- **Local Providers**
- **CoC / CoC Providers**
- **Transportation Authority**
- **City/County Government**
- **Red Cross/ AmeriCorps or Shelter operations**

Shelter Transition
Phases & Thinking About a Rehousing Strategy

Phase 1   Phase 2   Phase 3   Phase 4

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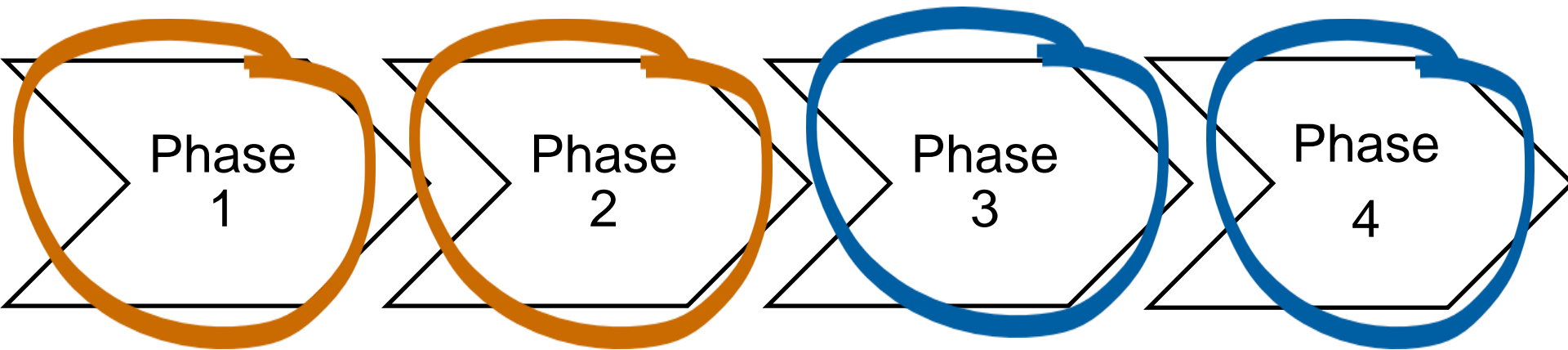
Hurricane Harvey Response

- Many people affected by the storm were evacuated to two major (and largest) shelters:
  - GRB: Operated by the Red Cross & the City of Houston
    - 10K+ evacuees initially
  - NRG: Operated by Baker Ripley & Harris County
    - 2K+ evacuees initially
- TX-700 Continuum of Care received Disaster TA from HUD almost immediately

Hurricane Harvey Response

- Homeless response system leadership called to GRB the end of the week of August 31st
  - Shelter census at 2400+
- Task – Develop an exit strategy for all residents at the GRB
  - Call went out to all landlords from President of Texas Apartment Association and the Mayor
    - Almost 3K units volunteered by landlords
  - New Residences on Emancipation opened by New Hope Housing
    - 295 beds in dormitory style living (4 per room)

The Whiteboard
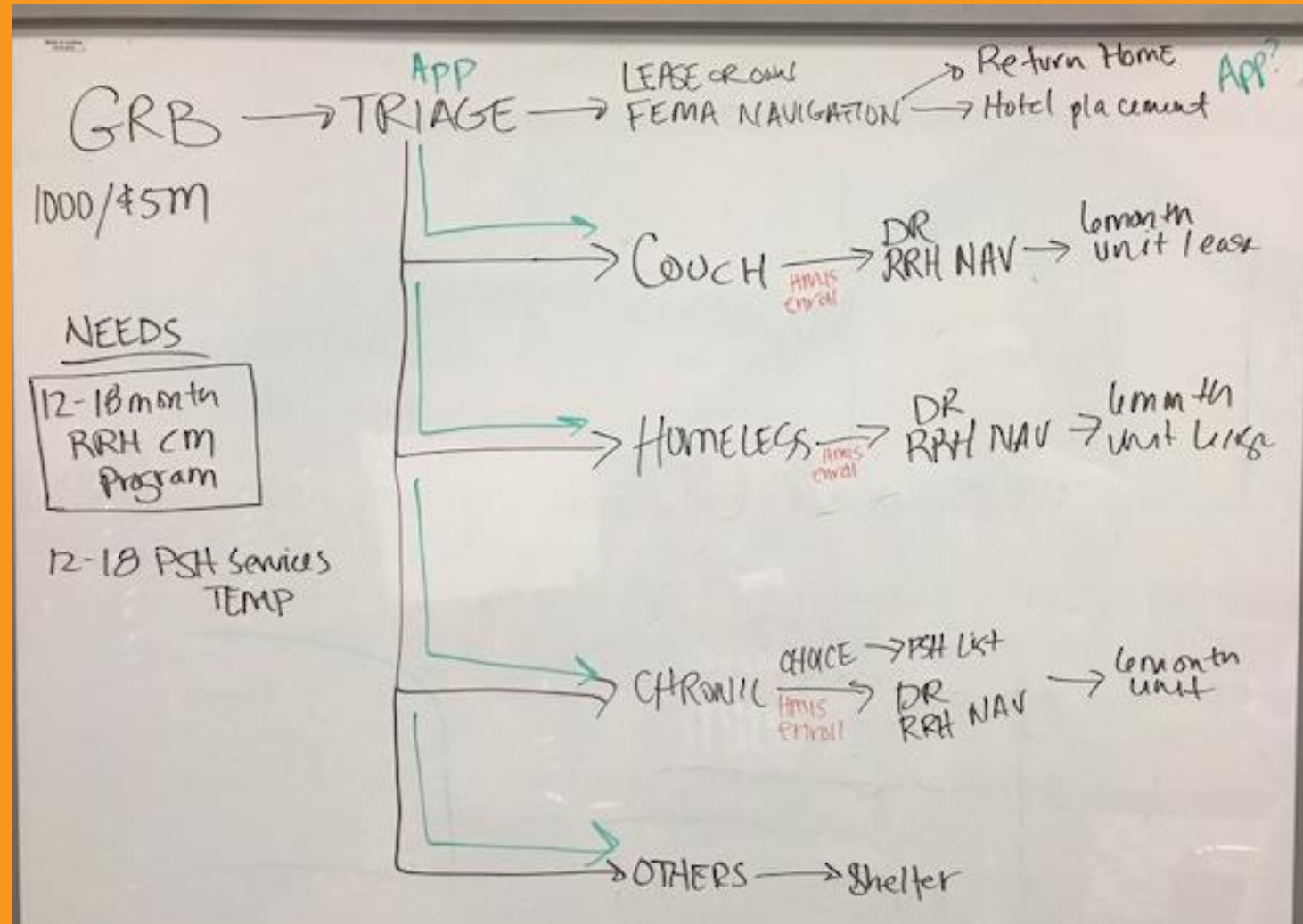
The Revised Approach
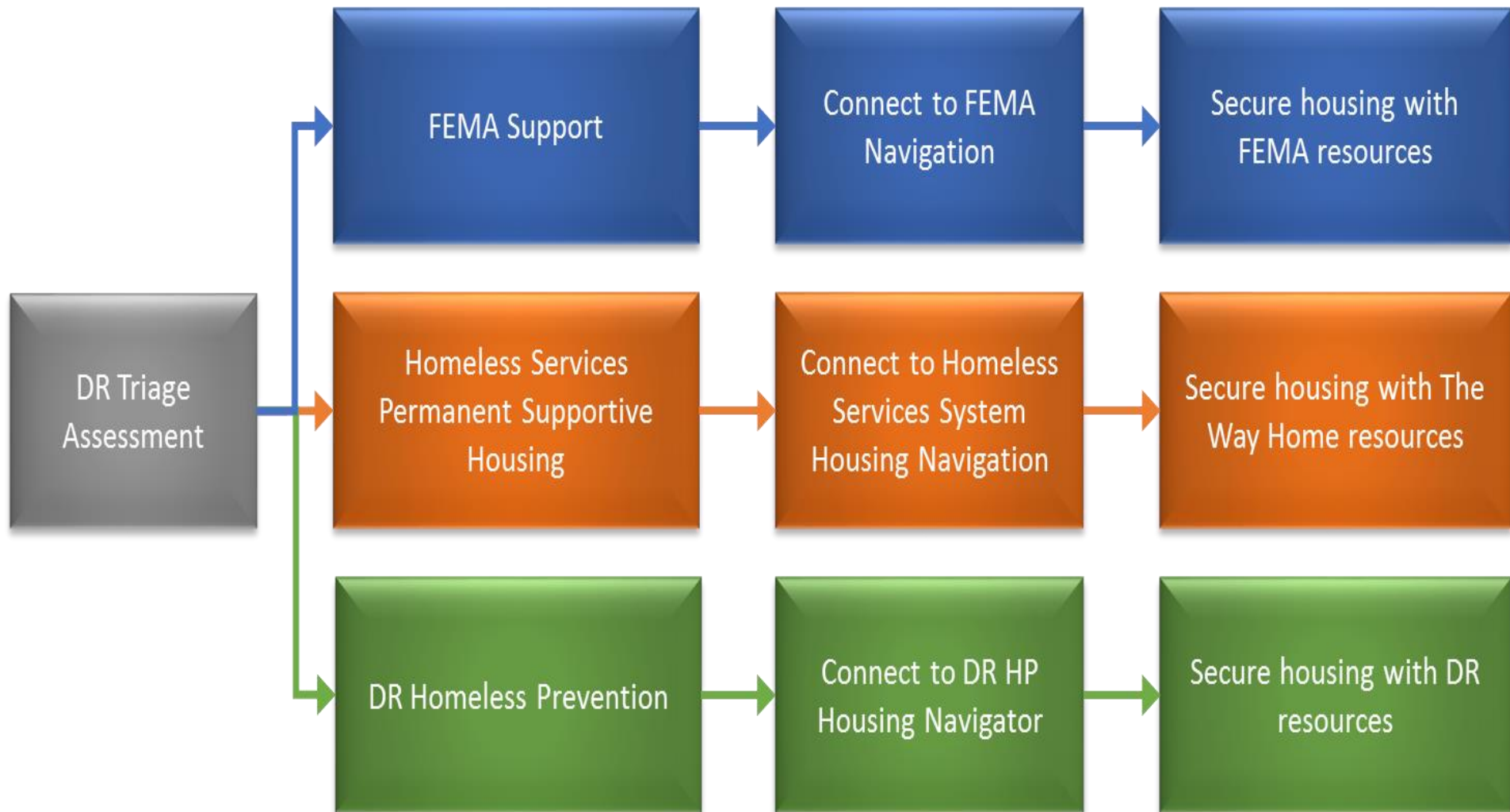
HMIS PROS

- Existing database with client records
- Customization capability
- Unique HMIS identifiers
- Capturing geodata
- Local control
- No additional cost

HMIS Cons

- No time available for customization & sync
- More complex user training & set up
- New user friendliness issues
- Bad quality data added in HMIS
- Geodata accuracy issues
- No direct geo-mapping capability

Mobile App PROS

- Quick deployment
- App download to many devices
- Quick customizations
- Simple user training & setup
- Real-time geo-mapping
- Available tech support

Mobile App Cons

- Third-party software
- Existing HMIS clients still must be recreated
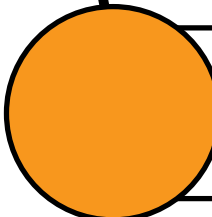- Duplication & data quality issues
- Data re-entry in HMIS
- Additional privacy & security issues
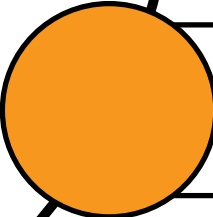- Additional cost?

Data Collection via Mobile App

Gathered info needed for triage & rapid response

Dashboards provided a high-level recap of the situation

Integration with HMIS will help us measure the impact on homelessness during the 2018 PIT and beyond

Mobile response allowed multiple staff to quickly and effectively gather information with minimal additional disruption to evacuees, and with minimal effort to deploy.

HMIS Needs

- Modified version of the CA Assessment to be used as Disaster Assessment

- Disaster Navigation program created to enroll those ready to be housed

- Disaster RRH program created for long-term case management after housing

Disaster Recovery RRH Workflow
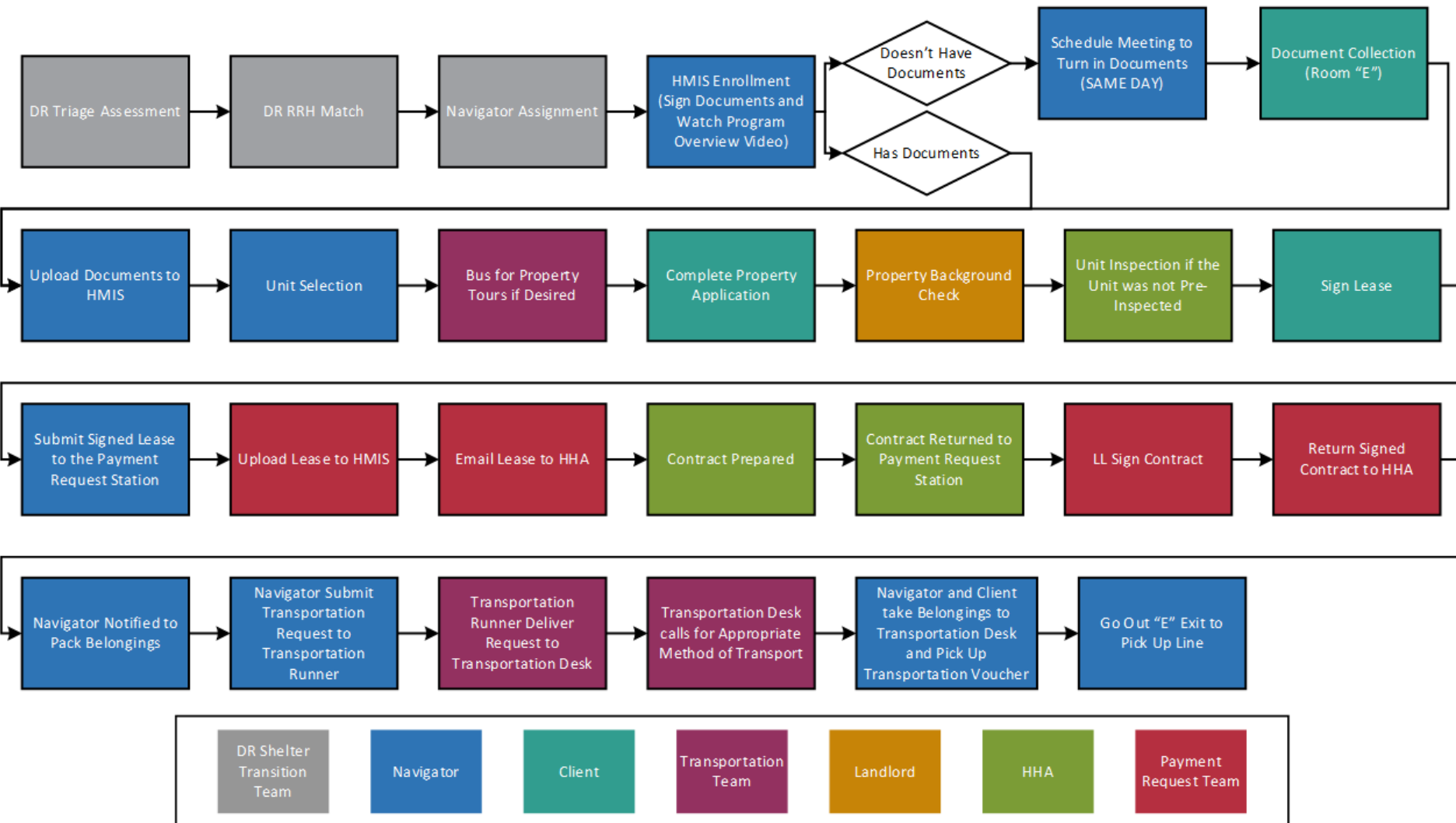
Disaster Relief

Housing Navigation Handbook

#HousingForHarvey

Housing Navigators are responsible for supporting households through the process of securing permanent housing and accessing disaster relief resources….

We Modified the App

Command Center to Manage Info

Harvey 2017

Summary	Surveys	Users & Teams	⚙

Surveys & Observations

Total Surveys Submitted: 3685

📍 Total Interviews: 37

📍 Total Observations: 4

Gender

Gender	#
male	1695
female	1354
other	9
unknown	627

Users Breakdown

User ↑	#
Adigwu,Agatha	9
Alcala,Eva	33
Almaraz ,Angelica	23
Arno,Katie	28
Arriaga,Belinda	7
Auguste,Gabrielle	110
Black,Pepper	28
Blacknell ,Gwendolyn	34
Burgoyne,Charles	2

Age
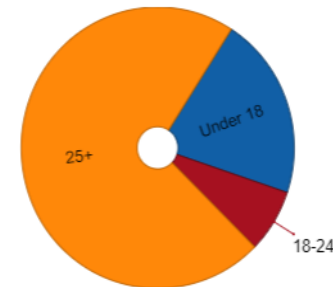
Age	#
unknown	0
Under 18	777
18-24	268
25+	2640

Race
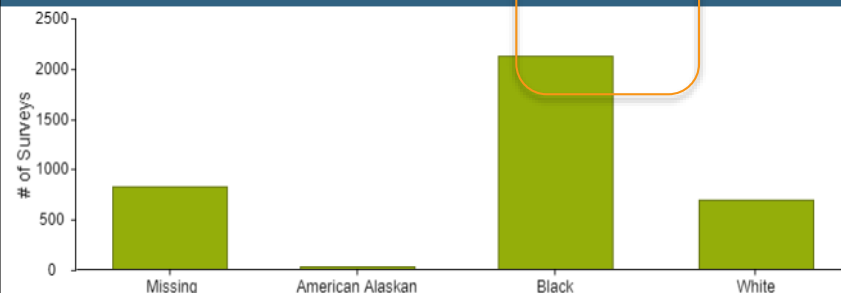
Vet Status
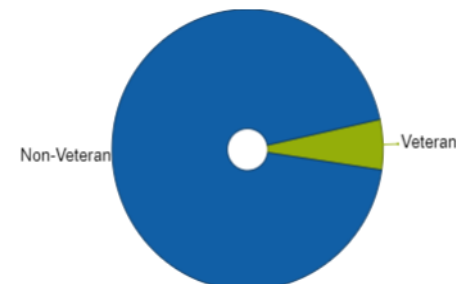
Vet Status	#
Veteran	214
Non-Veteran	3471

Who was Homeless Prior to Harvey?

Matching evacuee info with HMIS for historical and future analysis.

29% *of evacuees had a record in HMIS*

SURVEY_ID	HMIS_ID
1000064042	314187
1002819622	25889
1006670224	149419
1007284426	271361
1008350688	96275
1008759320	86772
1009354077	311313
1012630426	35197
1012666483	163613
1013911844	330091
1014498073	69651
1016291691	121073
1016643252	210010
1017347985	340477
1019088980	184531
1019835423	221431
1021387470	246091
1022471790	253506
1022537753	93280
1022598449	4987
1023228662	336987
1024483143	322804
1024545784	129618

GIS Mapping
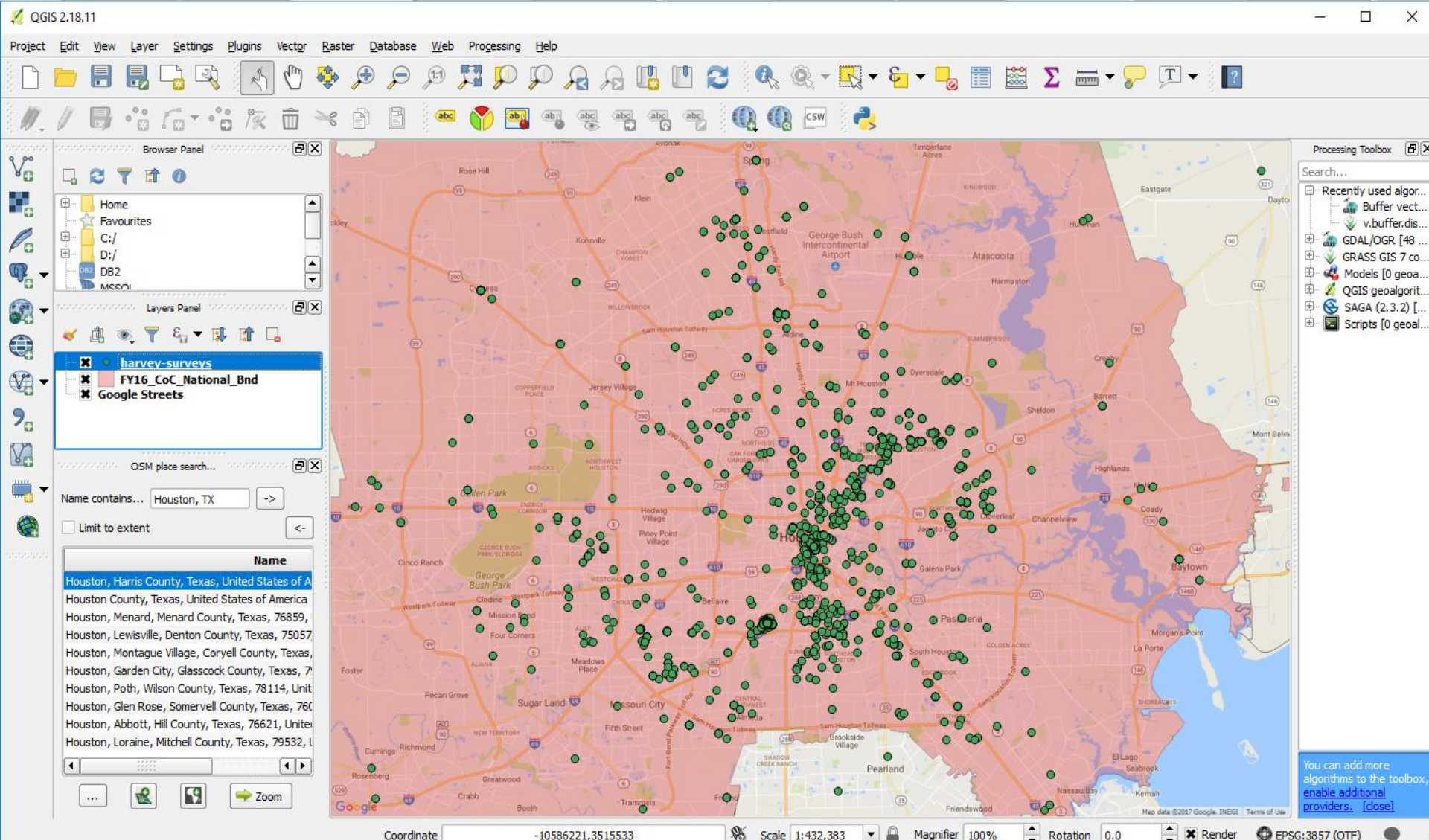
Facilities

Staff

Electricity

Internet

Database platform

Pre-planning

Rehousing Strategy Questions

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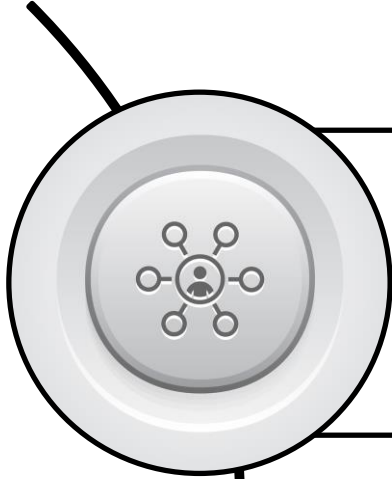
How do you know who is in the shelter?
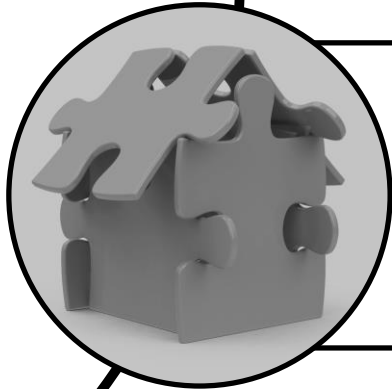
And what resources do they need to leave shelter housed?

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For those you will help get housed, how are you going to identify the available units that haven't been damaged?

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Of the people in this room that are experienced in housing people, what are the skills needed to get and keep people housed?

"The absurd ask.."

5 **Components of a Re-Housing Response**

1 { • **Funding Infrastructure**

2 { • **Coordinated Entry System / Triage / HMIS**

3 { • **Landlord Relationships / Unit Inventory**

4 { • **Housing First**

5 { • **Change Management**

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Funding Infrastructure

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The Disaster hits and you need to….

Identify who can administer rental assistance (X dollars)

Identify who can provide case management services

Identify Who

Will need to move with in 72 hours

within 72 hours

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Coordinated Entry System / Triage / Homeless Management Information System

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Coordinated Entry in our Homeless Response Systems

Access
Easily Accessible to Those that Need Housing

Assess
Using Standardized Assessment Tools

Assign
Developing a Central Referral System

Accountability
Accurate Housing Matches - Close the Side Doors

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Coordinated Entry in our Homeless Response Systems

Access	Assessment	Assignment	Accountability
Front Doors	Diversion Screen	Real-Time Unit Availability	Performance Dashboard
Coordinated Outreach	Phased Assessment	Prioritization Policy	Policy and Procedure Manual
Call Center	Common Assessment Tools	Referral Process	Lead Entity

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Landlord Engagement & Unit Inventory Management

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Why is this important in disaster?

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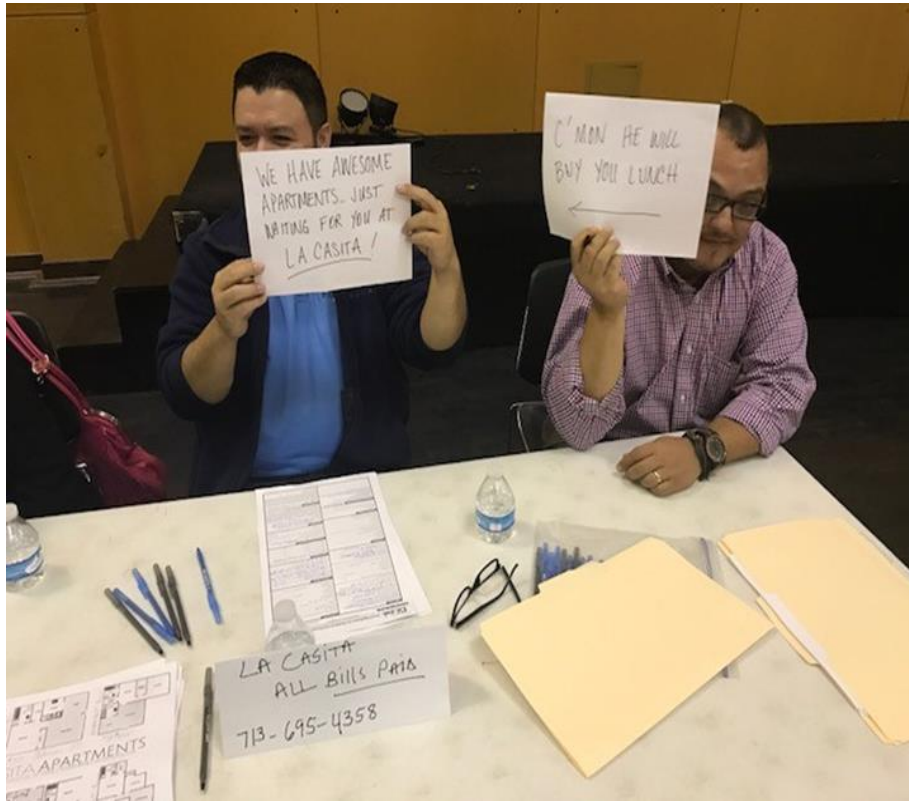
Marketing and Communications

Increasing landlord partnerships

TA, education, and training

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Targeting Landlords

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Targeting Landlords

Target Intentionally	Unit Availability
Geography	Real time data
Restriction on rental amounts	Accurate information

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Targeting Landlords: Example

Houston Apartment Association generated a list of all multi-family property in Harris County:

The Way Home did further analysis of rental prices to identify which properties already participate in subsidized programs.

The properties that were identified from targeted search were seen as priority to engage for PSH and RRH conversion of unit.

-Occupancy rate of 89% or below

-Classified as C or D class property

-More than 275 units on property

The Way Home

The Way Home partnered with Houston Apartment Association to identify multi-family properties in the Houston area that would be a good fit for PSH and RRH

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Incentives

Financial	Non-Financial
• Leasing bonus • Increased deposits • Insurance/Risk Mitigation fun	• Master Leasing • Increased capacity

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Rapid Re-Housing Leasing Process

CA Assessment → Referral → Program Enrollment → Application for Tenancy 2 Days → Fail / Pass

Pass → Leasing Packet to Housing Authority 1 Day → Rent Reasonableness 2 Days

Inspection 3 Days → Fail → Repairs 5 Days → Re-Inspect 3 Days

Inspection 3 Days → Pass → Lease 1 Day → HAP Contract 1 Day → Process Payment 5 Days

Tenant can move in anytime after unit passes inspection

Prog. Staff

Prop. Mgmt.

HA

The Way Home

Total Time from Enrollment to Payment = 18-23 Days

Inventory Management

Master Housing for Harvey Inventory

MASTER Housing for Harvey Inventory

File Edit View Insert Format Data Tools Add-ons Help   All changes saved in Drive

fx | Portofino Landing

	A	B	C	D	E	F	G	H	I	J	K	L
1	Client Name	Navigator	Property Name	Street Address	City	State	Zip	Unit Number	Unit Floor	Bedroom Siz	Lease-By Da	
43	Bob Smith	Heather Muller	Rockridge Springs	17345 Imperial Valley Drive	Houston	TX	77060	1-1901	down	1x1	10/2/2017	
44			Rockridge Springs	17345 Imperial Valley Drive	Houston	TX	77060	1-2001	up	1x1	10/3/2017	
46			Rockridge Springs	17345 Imperial Valley Drive	Houston	TX	77060	1-1821	down	1x1	10/4/2017	
48			Rockridge Springs	17345 Imperial Valley Drive	Houston	TX	77060	1-0923	down	1x1	10/5/2017	
50			Rockridge Springs	17345 Imperial Valley Drive	Houston	TX	77060	1-0917	down	1x1	10/6/2017	
52			Rockridge Station	855 Greens Rd	Houston	TX	77060	66	1	1x1	10/25/2017	
53	Susan Cup	Samantha Mag	Rockridge Station	855 Greens	Houston	TX	77060	94	1	1x1	10/26/2017	
54			Rockridge Station	855 Greens	Houston	TX	77060	235	2	1x1	10/27/2017	
61			Timbers Apartments	14000 Ella	Houston	TX	77014	1003	1	1x1	10/28/2017	
65			Portofino Landing	910 Cypress Station	Houston	TX	77090	1505	2	1x1	10/29/2017	
69			Portofino Landing	910 Cypress Station	Houston	TX	77090	1815	2	1x1	10/30/2017	
70			Portofino Landing	910 Cypress Station	Houston	TX	77090	1913	1	1x1	9/15/2017	
79	Chris Johnson	Heather Muller	Biscayne At Cityview	17030 Imperial Valley Dr.	Houston	TX	77060	159	1	1x1	9/16/2017	
81			Biscayne At Cityview	17030 Imperial Valley Dr.	Houston	TX	77060	163	1	1x1	9/17/2017	
82			Biscayne At Cityview	17030 Imperial Valley Dr.	Houston	TX	77060	169	1	1x1	9/18/2017	
83			Linda Vista Apartments	5500 DeSoto Street	Houston	TX	77091	308		1x1	9/19/2017	
85			Linda Vista Apartments	5500 DeSoto Street	Houston	TX	77091	1202		1x1	9/20/2017	
86			Linda Vista Apartments	5500 DeSoto Street	Houston	TX	77091	1015		1x1	9/21/2017	
87			Durham at Cityview	501 Greens Road	Houston	TX	77060	109	1	1x1	10/1/2017	
88	Maggie Santee	Samantha Mag	Durham at Cityview	501 Greens Road	Houston	TX	77060	115	1	1x1	10/2/2017	
89			Durham at Cityview	501 Greens Road	Houston	TX	77060	201	1	1x1	10/3/2017	
91			Durham at Cityview	501 Greens Road	Houston	TX	77060	213	1	1x1	10/4/2017	
93			Rockridge Springs	17345 Imperial Valley Drive	Houston	TX	77060	1-1605	1	1x1	10/5/2017	
94			Rockridge Springs	17345 Imperial Valley Drive	Houston	TX	77060	1-1005	1	1x1	10/6/2017	
95			Portofino Landing	910 Cypress Station	Houston	TX	77090	224		1x1	10/7/2017	
96			Portofino Landing	910 Cypress Station	Houston	TX	77090	219		1x1	10/8/2017	

One Bedroom Units | Two Bedroom Units | Three Bedroom Units | Four Bedroom Units | SRO | Denials | Summary

Explore

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Housing First

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What is a Housing First Strategy?

Quick
re-housing

Permanent Housing + **Supportive Services**

Housing focused
services

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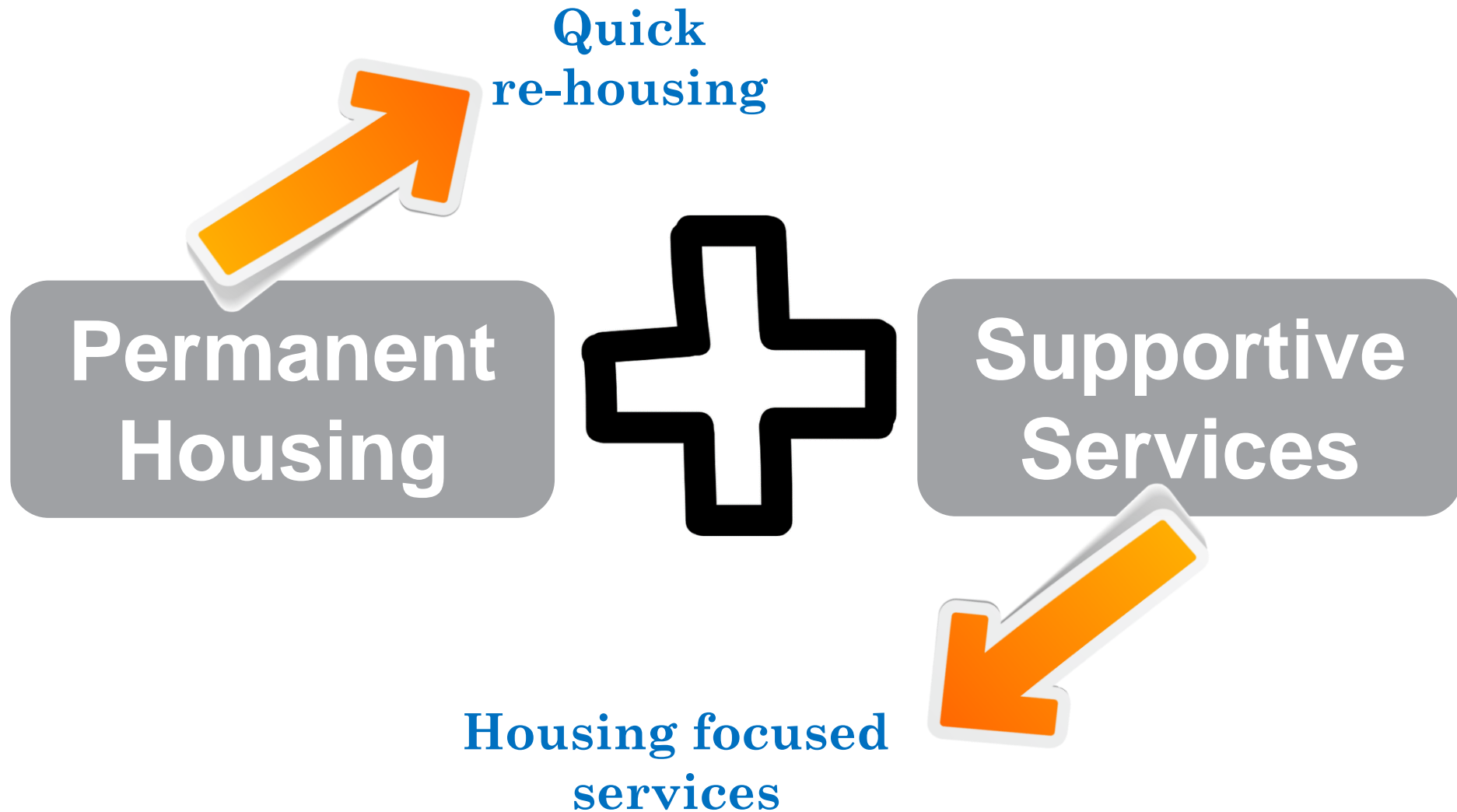
KEY Principles of Housing First

Centered on Consumer choice

Provide leases and tenant protections

Quick access to housing

Units targeted to most disabled and vulnerable

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Staffing & Change Management

Culture Shift

Yes Culture

A Bias Toward Action

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Building a "YES" Culture

Leaders with Guts

Willing to Take Calculated Risk

See and Communicate Vision

Uses Data to be Decisive

Ability to Continuously Adjust

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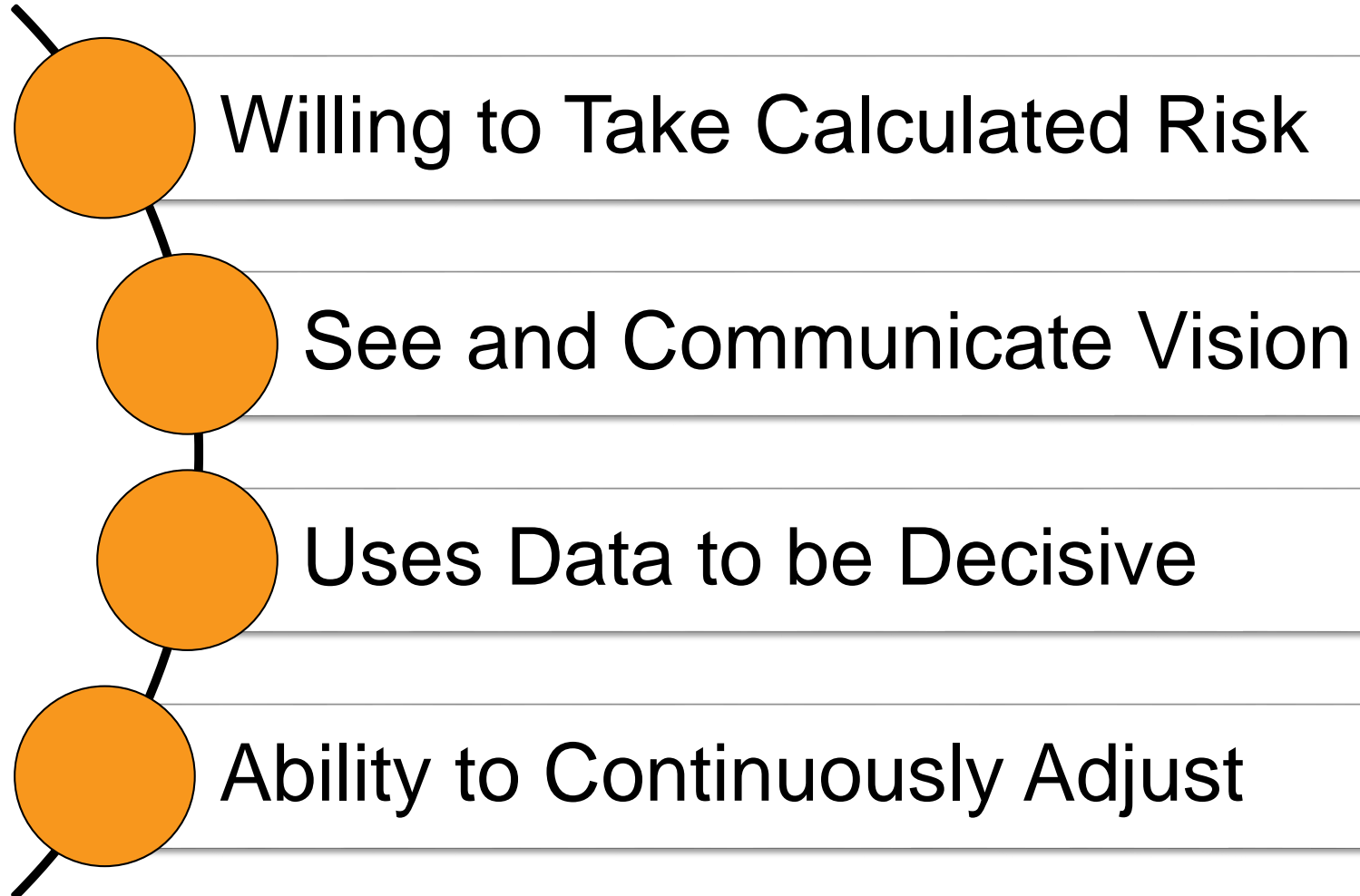
Your To-Do List Starts NOW

What does your CoC need to invest more in today to be better prepared in the event of a disaster?

- Identify a funding infrastructure to support a rehousing response

- **Refine our CES and make it fully functioning/more automated**

- Develop a community-wide landlord engagement strategy

- **Identify and secure a unit inventory management system**

- **Inundate our system with Housing First and Trauma Informed Care Trainings**

- **Develop a strategy and way of operating in our system that builds a YES! culture**

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THANK YOU!

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stay connected

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