

Engaging the Unsheltered :

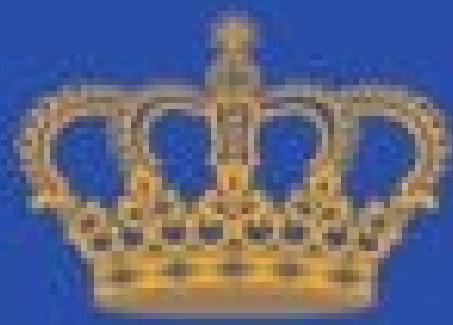
Best & Promising Practices



Purpose

The purpose of today's presentation is to demonstrate that outreach is:

- Collaborative by Nature
- Impacts Youth & Adults
- Necessary, Even During Pandemics
- Works Best with Prioritizing Rapport
- Key Access Point for the Unsheltered



KEEP
CALM
WE'RE THE
DREAM
TEAM

Presenters

- Madeline Reedy, VP Public Policy & Gov't Affairs/Interim Executive Director of CitySquare Housing
- Yolanda Williams, Assistant Director of Homeless Services, Neighbor Support Services
- Tara Gordon, FW Housing Program Manager, Transition Resource Action Center

Why do you think serving
the unsheltered is important
for your community?

Introduction

- CitySquare exists to fight the causes & effects of poverty through service, advocacy & friendship.
- CitySquare serves as the primary access point for adults & youth through the following teams:
 - Homeless Outreach Team (HOT)
 - Youth Crisis Team (YCT)



CitySquare Neighbors:

CitySquare believes in the **wealth of the poor**. We serve alongside those **experiencing homelessness**, people **battling economic insecurity**, and **youth aging out of foster care** in community as **friends**. Together, we reverse the harmful effects of poverty and create **new pathways** of opportunity and prosperity **for all**.

CitySquare Programming Goals:

Housing & Homeless Solutions: Every neighbor obtains and maintains permanent and affordable housing.

Youth Services: Every youth is prepared to successfully transition to self-sufficiency.

CitySquare Core Values:

Excellence

We are unwavering in our pursuit in sustainable systemic solutions



Compassion

We are driven to serve others with empathy, respect, and dignity



Equity

We stand for justice and opportunity for all our neighbors

Grit

We embrace the hard stuff and face adversity with courage and determination



Community

We believe we are stronger together



Faith

We are fueled by faith to love every person as a neighbor

Creativity

We unlock new and better ways to serve our neighbors with integrity and innovation



Hope

We are agents of change and trust things will be better tomorrow



Stewardship

We maximize resources to multiply the impact

Homelessness Defined:

Literally Homeless: People who are *living in a place not meant for human habitation*, in emergency shelter, in transitional housing, or are exiting an institution where they temporarily resided.

Housing Insecure: People who are losing their primary nighttime residence, which may include a motel or hotel or a doubled-up situation, within 14 days and lack resources or support networks to remain in housing.

Imminent Risk: Families with children or *unaccompanied youth* who are unstably housed and likely to continue in that state.

Domestic Violence: People who are fleeing or attempting to flee domestic violence, have no other residence, and lack the resources or support networks to obtain other permanent housing.

Youth/Young Adults: Anyone ages 12 to 24 years of age who lack access to housing, including: Unaccompanied youth, Minors living with a guardian, Young adults living on their own

What do you think is most
important in serving
unsheltered adults?

2022 Dallas Point in Time Count Data

On any given night	31% unsheltered; 63% sheltered
	4,410 individuals experience homelessness
Chronically Homeless	1,029 Individuals
	Increased by 11% since 2020
Black Households	18% general population; 54% homeless population
Veterans	314 individuals
	26% decrease since 2019

Street Outreach Best Practices

Collaboration

- Active partner in Dallas' Continuum of Care
- Monthly Street Outreach Workgroup
- Active relationships within the service provider community for easier access to services

Case Management

- Applying Housing First Strategies and Practices
- Motivational Interviewing
- Harm Reduction
- Trauma Informed Care
- De-escalation
- Person Centered and Housing Focused

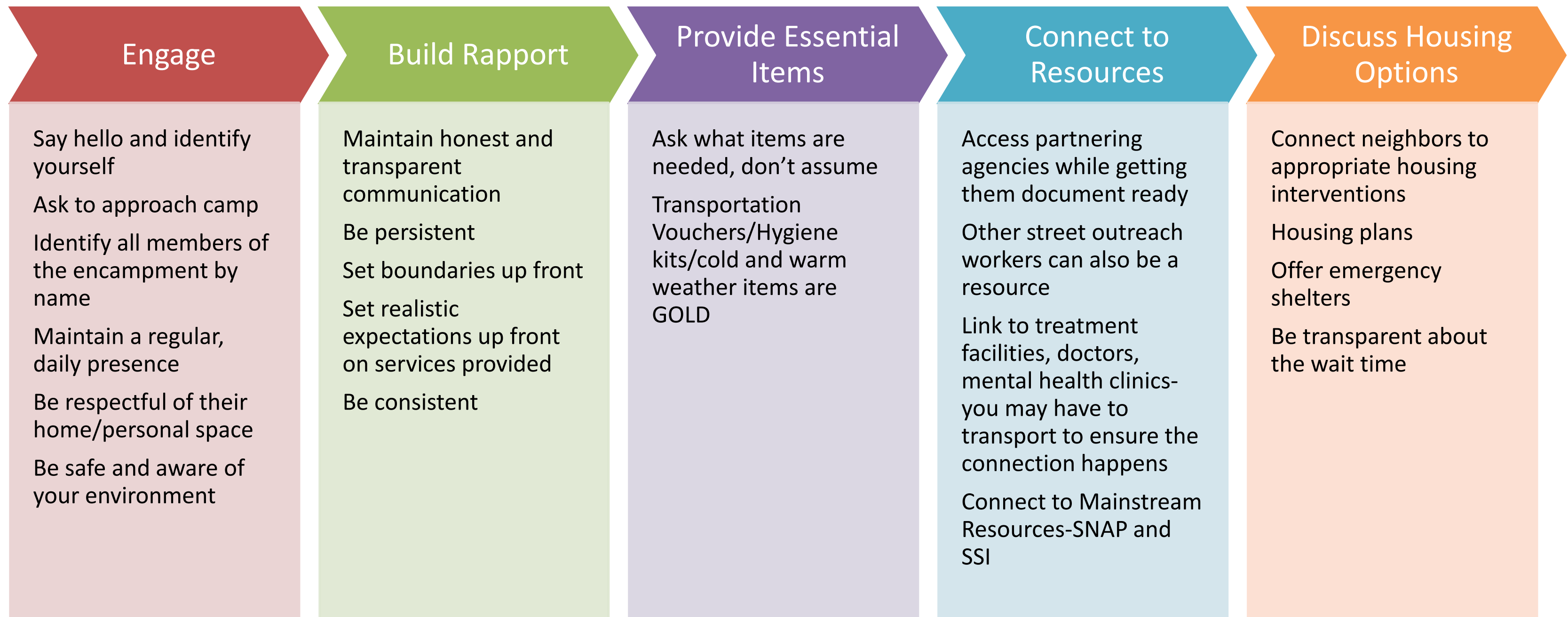
Coordinated Entry

- Mandatory to ensure that our neighbors are prioritized for housing

CitySquare's Mobile RV where street outreach workers conduct case management sessions



Neighbor Engagement



Pathway to Housing Stability



Document Collection



Coordinated Entry



Lease Up

Dallas R.E.A.L. Time Rapid Rehousing



- An initiative that aims to rehouse over 2,700 individuals experiencing homelessness
- Response to House Bill 1925-bans camping in public spaces
- Leverage federal dollars and housing vouchers from the American Rescue Plan Act and collect private funding in the amount of \$71M
- Two components
 - Rapid Rehousing through temporary subsidies
 - Permanent subsidies through EHV
- Encampment Decommissioning-City led process
 - Placing neighbors into housing using Housing Navigators and Emergency Housing Vouchers

How do you serve youth and
young adults experiencing
homelessness in your
community?

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graph LR; A((Establish access points to connect with youth in need)) --> B((Build rapport)); B --> C((Develop a service plan that is housing focused)); C --> D((Handoff));
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Establish
access points
to connect
with youth in
need

Build rapport

Develop a
service plan
that is
housing
focused

Handoff


Establish Access Points to Connect with Youth in Need

- Youth are a hidden, transient population
- Be accessible, flexible, and prepared
- Educate service providers in the community
- Word of mouth referrals



Build Rapport

- Who, What, and Why?
- Snack break
- Pre-Screen
 - Basic demographics
 - Eligibility questions
 - A chance to tell their story
 - A roadmap for services



TRAC PRESCREEN FORM

YOUTH STATUS:
☐ Pre -Transition – Foster Care, Extended Care, SIL
☐ Post -Transition: PLANNED
☐ Post -Transition: CRISIS
☐ Emancipated from Care OVER 21
☐ History of Care ONLY
☐ Community Youth - NO HISTORY

HOMELESS NEXT STEPS:
☐ DAL ☐ FW ☐ Other ☐
☐ Refer to Outreach
☐ Refer to Housing
Referred (Date):
NOTE:

Completed on (Date):
Completed by (TRAC Initials):

Legal Name: Preferred Name (if different):
SS#: - - DOB: - -
Age: Race: Ethnicity:
Current Address: Apt.: City: Zip:
Home#: - - Cell#: - - Email:
*****Before Proceeding, please inform the youth*****
The next 4 questions will help determine a best fit for housing options for you and the information is NOT shared outside of TRAC. If you're NOT comfortable sharing, we will skip these questions and you may choose to share this information with your TRAC Coach when you are more comfortable.
What are your Pronouns? What is your Gender Identity?
What is your Sex Assigned at Birth? What is your Sexual Orientation?
Important Background:
1. Has ORIGINAL Docs? If not, what do they need? ☐ ID ☐ SSC ☐ BC
2. DV Survivor? Sexual Assault Survivor?
3. On psychiatric meds? Psych History?
4. Is youth Pregnant? If so, due date? Is youth receiving SNAP?
5. Is youth Parenting with kids in their custody? Age of children:
6. Diagnosed Disabilities? If so, Receiving SSI/Disability?
7. Any other forms of income/assistance?
8. Drug History? Currently using?
9. Criminal History? Charged as an Adult?
10. Referred by? ☐ CPS/OCOK PAL ☐ Case Worker ☐ CASA ☐ Shelter ☐ Friend ☐ Self ☐ Other
PAL Worker: ☐ CPS-PAL ☐ OCOK ☐ OTHER
Alternative Contact Name:
Number: Relationship:

SERVICES NEEDED
EDUCATION
POST-TRANSITION: Current school: Last grade completed:
Requesting education assistance? If so, what?
PRE-TRANSITION: ☐ ETV ☐ FAFSA ☐ College Applications ☐ College Tours ☐
EMPLOYMENT
POST-TRANSITION: Employer: Pay/Hours: /
Referral to TRAC Workforce needed? Date referred *Send to Workforce Prog Mgr.
PRE-TRANSITION: ☐ Resume Asst ☐ Job Search/Leads ☐ Applying for Jobs ☐
HOUSING
POST-TRANSITION: Current Situation:
PRE-TRANSITION: ☐ TLP Applications ☐ Boarding Homes ☐ Shelter Services ☐
Notes

Prescreen Steps Completed:
☐ Placed on Prescreen Spreadsheet – Same day Prescreen completed
☐ Placed on 2054 Request Spreadsheet – Within 24hrs of completing Prescreen
☐ Request Sent to CPS/OCOK – Same day placed on 2054 Request Spreadsheet
2054 received Date ☐ Reply Received/Check/Stamp – Same Business Day Received
Initial Contacts IMPORTANT – 3 Contacts w/in 7 Calendar Days

1 st attempt Date	Method	Note
<input type="text"/>	<input type="text"/>	<input type="text"/>
2nd attempt Date	Method	Note
<input type="text"/>	<input type="text"/>	<input type="text"/>
3rd attempt Date	Method	Note
<input type="text"/>	<input type="text"/>	<input type="text"/>
Contact Made Date	Method	Note
<input type="text"/>	<input type="text"/>	<input type="text"/>
PAL notification Date	Method	<input type="text"/> - w/in 24hrs of contact made (or lack thereof)
<input type="text"/>	<input type="text"/>	<input type="text"/>

☐ Youth Profile Updated in ETO: Name (spelling), PID, PAL Worker, Address, Phone Number, Email Address
ETO Data Entry Completion Date - Same day Contact Made ☐ VOCA and/or COD Service Auth Entered
☐ Youth Ready to be Assigned/Reassigned Email Sent – Within 24hrs of ETO Data Entry



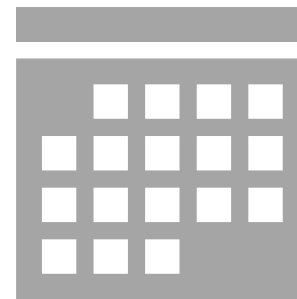
Develop a Service Plan that is Housing Focused

- Diversion
- Independence vs. support with housing
- Provide all their housing options and establish a housing goal
- Use a staircase approach to work towards housing goal
 - Is the youth housing ready?
- Establish future ways of communication and meetings
- Never let them leave empty handed

The Handoff



**Continue to help client become housing ready and work towards a housing match.
Loss of contact is common**



On average it takes 72 days from the housing intake to move-in across all our housing programs in our community.



We continue to work with the client until they move in

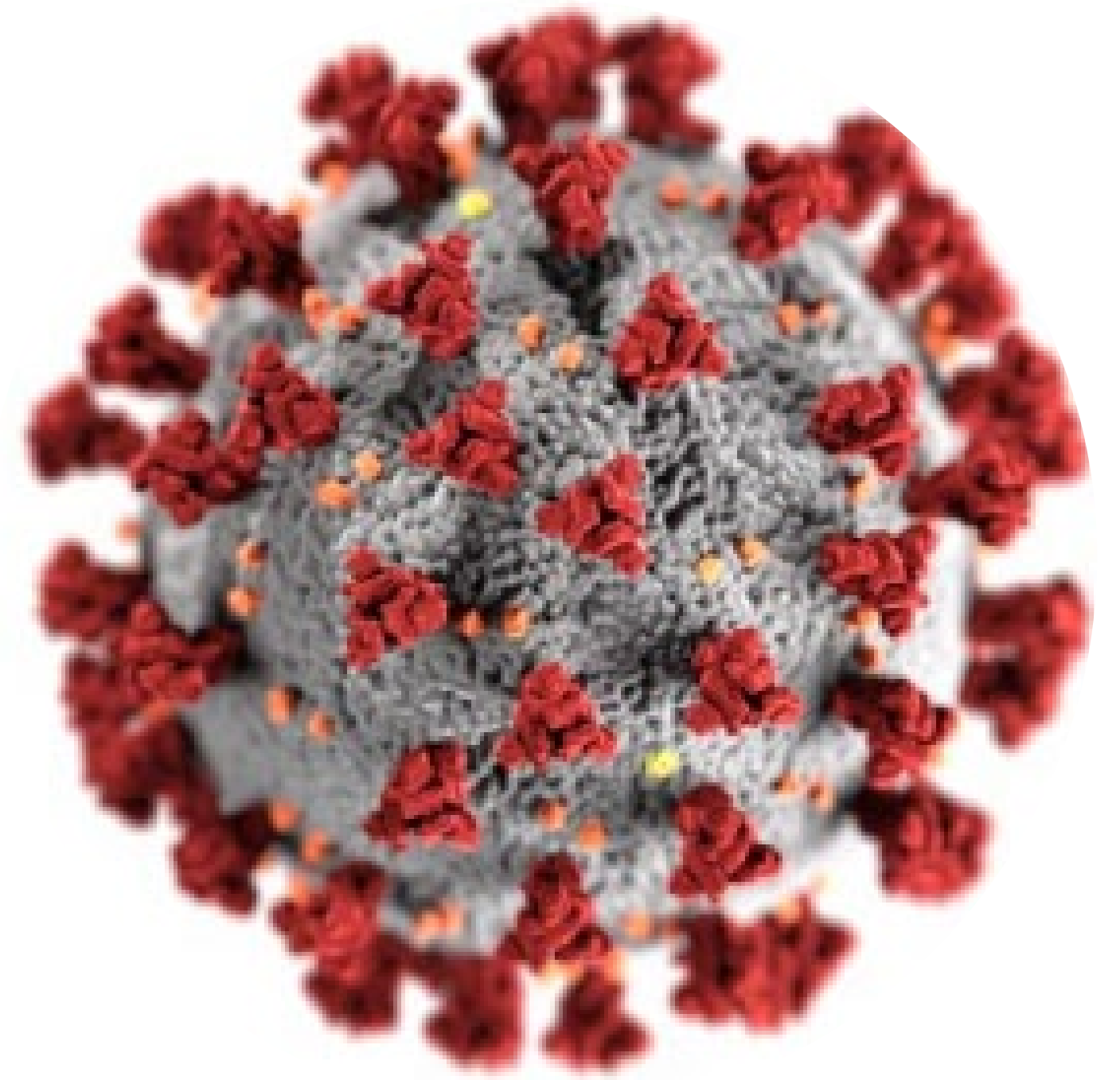
What are some specific opportunities that were initiated in your community over the last few years?

A silhouette of a person is shown climbing a tall, thin ladder that extends from a white, irregular shape at the bottom (representing a ground surface) up towards the top left of the frame. The person is positioned near the top of the ladder, with one foot on a rung and their hand near their head, possibly looking through binoculars or resting their head. The background is a dramatic sky with warm, orange, and yellow hues, suggesting a sunset or sunrise. The overall mood is one of aspiration and overcoming challenges.

THE GOLDEN OPPORTUNITIES DURING UNPRECEDENTED CRISIS

COVID-19 Pandemic

COVID-19 is the disease caused by a new coronavirus called SARS-CoV-2.



COVID19 & Housing

Congress passed the American Rescue Plan Act (ARP), which included nearly **\$50 billion in housing and homelessness resources.**

People without shelter were at **particularly high risk.**

North Texas response included **rental assistance, emergency housing vouchers, eviction prevention, hotel stays, convention center usage, housing creation**

In Dallas, **23,660 evictions** filed in 2022.

Decommissioning

Texas House Bill 1925
banned encampments in
all public areas.



Decommissioning

Dallas initiated a **coordinated approach** that combines City providers, CoC leadership, & key providers.

Dallas has been successful utilizing a **phased approach**.

CitySquare provides outreach & **housing navigation** through our Homeless Outreach Team.

As of the most recent count, Dallas has **an estimated 400 encampments** in the city and the city has only closed nine of them.

Youth Homeless Demonstration Project

A HUD initiative designed to reduce the number of youth experiencing homelessness.



Youth Homeless Demonstration Project

TCHC awarded **\$4,083,355** in the FY21 YHDP competition.

Coordinated Community Plan identified key needs: **Crisis Transitional Housing & Permanent Supportive Housing** added to the youth services continuum.

Each year **nearly 2 million** youth experience at least one night of homelessness.

Less than **4,200 beds** exist nationally that are dedicated to this population.

Continuum of Care Collaborations

The Continuum of Care (CoC) Program is designed to promote communitywide commitment to the goal of ending homelessness; provide funding for efforts by nonprofit providers, and State and local governments to quickly rehouse homeless individuals and families while minimizing the trauma and dislocation caused to homeless individuals, families, and communities by homelessness; promote access to and effect utilization of mainstream programs by homeless individuals and families; and optimize self-sufficiency among individuals and families experiencing homelessness.



Continuum of Care Collaborations

CitySquare finds CoC participation helpful in **building community networks and system-wide responses.**

When possible, use a **diverse staff pool** to participate in appropriate sub-groups.

CoC workgroups **accomplish specific tasks** that improve how providers work together to make services **more efficient.**

Data boards at a system level help with community engagement.



How can you impact those
who experience
homelessness?



Evidence Based Interventions

- Trauma-Informed Care
- Harm Reduction
- Low Barrier
- Person Centered
- Strengths Based
- Cultural Competency
- Honoring Process
- Safe Spaces
- Proactive Planning
- Offer Opportunity



Make a difference

- Stay informed
- Share your knowledge
- Follow social media accounts of agencies doing good work
- Volunteer with agencies
- Donate money
- Host a drive



Be an influencer

- Know the laws
- Advocate for funding
- Vote
- Join policy round tables
- Tell your representative what you believe
- Follow the legislative session



www.CitySquare.org