



**CVAG**

**Homelessness Committee**

May 17, 2017

# Transition from Roy's: Using a Housing Navigation Approach

Wednesday, May 17, 2017  
CVAG Homeless Committee

# Need to transition clients residing at Roy's Desert Resource Center

- ▶ Doors close by June 15, 2017
- ▶ Feb. 7: Meeting with Roy's staff:
  - DPSS
  - RUHS-BH
  - PATH OF LIFE MINISTRIES
  - CVAG
- ▶ DPSS staff meeting with Roy's case managers weekly since Feb. 8
  - Develop Individual Housing Plan for each client to transition from Roy's

# Roy's Transition Timeline

- ▶ **Feb. 8 to June 15**: Weekly meetings and case conferencing with Roy's staff.
- ▶ **April 19 to May 1**: Clients admitted to Roy's and provided a 30-day stay.
- ▶ **May 4**: Resource Fair with housing partners at Roy's
- ▶ **June 1**: Last day of emergency shelter services at Roy's.

# Approach to transition: Housing Navigation Model

Used **key strategies** from  
West Valley Navigation Program

- ▶ **Housing First**
- ▶ **Effective Prevention/Diversion**
- ▶ **Use County's Coordinated Entry System**
- ▶ **Rapid exits to housing or other permanent arrangements**

# Approach to transition: Housing Navigation Model

## ▶ **Housing First:**

- Low barrier
- **Focus on assessment and triage**
  - Intentionally and quickly link clients to permanent housing resources at first meeting
- All services focused on obtaining permanent housing
- ***Targeted “long-term stayers,”*** or those that have been in shelters the longest, for permanent housing placements

# Approach to transition: Housing Navigation Model

## Shelter Diversion

- Strengths based approach to empower clients to identify existing resources and supports
- Client centered and focused
- Housing alternatives:
  - Bus ticket home
  - Board and Care
  - Substance use treatment
  - Room for Rent

# Approach to transition: Housing Navigation Model

## ▶ Crisis Stabilization Housing (CSH):

### ◦ Intensive case management:

- Assist with quick placement and move into permanent housing (market rate, subsidized, etc.)
- Housing placement assistance

### • Clients with income:

- assist in finding suitable housing, security deposit, move-in

### • Housing Options:

- HUD-VASH
- CoC/ESG Program
- Transitional housing
- Board and Care



# Roy's clients: baseline “stayers”

- ▶ February 8: There were 78 clients at Roy's
- ▶ Average days enrolled: 21.8 (12/31/16 to 2/20/17)
  - List of “stayers” *triaged* and *batched* by:
    - Veterans: 10 clients
    - Families: 2 families
    - Age: Average age: 48.5
      - Transitional age youth (age 19–24): 9 clients
      - Age 50–59: 14 clients
      - Age 60–69: 23 clients (8 are women)
      - Age 70–80: 4 clients
    - With monthly income: 34 clients
      - Average monthly income: \$1,038
      - Range: \$100 to \$2,359

# Roy's clients: baseline “stayers”

- ▶ Outcomes of 78 “stayers”:
  - 42 remain at Roy's
  - 23 are pending permanent destinations
  - **13 clients** to be linked to:
    - Coordinated Entry System
    - Transitional housing
    - Emergency shelter

# Overall enrollments and exits at Roy's

- ▶ Total clients at Roy's: Feb. 8 to May 16:
  - **280 clients**
  - Enrolled between Nov. 12, 2016 and May 9, 2017
- ▶ Total Leavers (exits): 238 clients
  - Exit to permanent housing: 56 clients
  - Pending permanent housing: 23 clients

# Agency partner referrals

- ▶ Riverside University Health System –Behavioral
- ▶ Housing Authority of the County of Riverside
- ▶ VA Loma Linda Healthcare Systems
- ▶ Salvation Army
- ▶ Path of Life Ministries
- ▶ Coachella Valley Rescue Mission
- ▶ Martha’s Village and Kitchen
- ▶ Operation Safehouse
- ▶ Well in the Desert
- ▶ Community Mission of Hope, Temecula
- ▶ DPSS Self–Sufficiency Division, Community Outreach Branch
- ▶ Health to HOPE (medical services)

Agency Partner Referrals (pending and/or completed)	# Clients Completed	#Client Pending
Salvation Army Security Deposit Assistance	7	
Coachella Valley Rescue Mission Bus Ticket Home	1	
Coachella Valley Rescue Mission Housing Placement Assistance (housing locator)	1	
Housing Authority Desert Rose Apartments	2	
Housing Authority/Veterans' Affairs (HUD) VASH voucher	6	
Housing Authority/DPSS Family Unification Program (voucher)	1	
DPSS Childrens' Services Transitional Housing	1	
VA Loma Linda Grants Per Diem (TH housing)	1	
Path of Life Ministries Emergency Shelter		8
City of Palm Springs flexible funding pool		3
Martha's Village and Kitchen		12
Operation SafeHouse		6
Well in the Desert (housing)	1	
JFS Board and Care	1	
Community Mission of Hope, Temecula: paid for "Guard card for client to get job as Security Guard	1	
Substance use treatment	1	

# Roy's Client Outcomes: As of May 17

Outcome (pending and/or completed)	# Clients Completed	#Client Pending
Permanent housing in an apartment or room for rent	21	
Transitional housing (MVK or Operation Safehouse)	9	
Board and Care	1	1
Bus ticket/travel home to family	11	
Reunited with friends/family (permanently)	13	
Substance use treatment	1	
Hospitalized	1	
Hotel paid with own funds	4	
Permanent housing pending (voucher, affordable unit)		15
Transitional housing or Grant Per Diem (referred/pending)		12
Referral to Coordinated Entry System		20
Referral to Adult Protective Services	1	
Exits (left the shelter with unknown outcome)	167	
<b>TOTAL:</b>	<b>229</b>	<b>48</b>

# Collaboration with community partners is key

- ▶ **Homeless Housing Resource Fair at Roy's: May 4**
  - Housing providers
  - Workforce Development
  - Health to Hope
  - Mainstream benefits (food stamps, MediCal)
- ▶ **City of Palm Springs flexible (mitigation) fund:**
  - Up to \$20,000
  - Passes through JFS
  - Helps pay for a variety of (minor) items that could help remove barriers to housing and employment. Some examples include: bus tickets home, security deposits, credit check fees, etc.



# Collaboration with community partners is key

- ▶ **Emergency shelter/Transitional housing providers**
  - “In-reach” to other shelters to get clients housed and free up beds
    - DPSS Community Outreach Branch (COB) (CalWorks benefits)
    - Veterans’ resources (VA and Housing Authority)
    - Clients with income (housing assistance)
- ▶ **Permanent Housing providers:**
  - Housing Authority
  - Path of Life
  - Salvation Army (security deposit assistance)
  - CVRM
    - Use outreach, navigators, housing locators to assist with housing placement

# Collaboration with community partners is key

- ▶ **Coachella Valley Association of Governments**
- ▶ **Continuum of Care partners**
  - CVRM
  - MVK
  - Operation Safehouse
  - Dept. of Behavioral Health
  - Path of Life
  - Housing Authority
  - DPSS (COB, CPS)
  - Salvation Army
  - VA Loma Linda Healthcare Systems

# Collaboration with community partners is key

## ▶ Jewish Family Services

- Leadership, compassion and dedication under difficult circumstances
  - Joel Craddock, Senior Director, Housing and Educational Services
  - Amina Aun, Roy's Shelter Manager
  - Le McClellan
  - Roy's Case managers: **An amazing team!**

# June 1

- ▶ Roy's staff continue to meet weekly with DPSS
  - Clients need to be told there are no other options
  - Assist those with income with housing placement
  - Flexible funds used to pay security deposits, fees, etc.
- ▶ Future “in-reach” events at shelters to free up emergency shelter beds countywide
  - CalWorks benefits (Housing Support Program)
  - Veterans Services
  - Clients with income
- ▶ Coordinated Entry System to make housing matches:
  - Path of Life RRH East County

*Estimated* number of people  
at Roy's on June 1

19

# Why will clients be left?

- ▶ Denial
  - Think more “options” will present themselves
  - Think they will be able to continue “hop to the next shelter”
- ▶ Fear of change
- ▶ Indecision
- ▶ Mistrust
- ▶ Refusal to take referrals
  - Three clients have been assisted with housing locator services, but refused *three* apartments they were shown

**QUESTIONS?**

