

LEADING THE WAY HOME:

Using Collective Impact to
End Homelessness in PBC

TUESDAY, JULY 25, 2017 | 9AM-3PM

Vista Center, Conference Room 1W 47/50
2300 North Jog Road, West Palm Beach



Palm Beach County
Board of County Commissioners



Palm Beach County
**COMMUNITY
SERVICES**

Helping People Build Better Communities



HHA

Palm Beach County



**HOMELESS
COALITION** palm beach county



TheHomelessPlan.org
Palm Beach County Homeless Advisory Board
"It starts today!"

www.TheHomelessPlan.org #Ten2End

PURPOSE OF FORUM

To report progress on Palm Beach County's Ten-Year Plan to End Homelessness and to galvanize stakeholders around short-term goals to end chronic homelessness and veteran homelessness by the end of 2018. This forum will also discuss the Homeless and Housing Alliance's plan to place homeless youth ages

18-24 in housing within 100 days, strategies to increase affordable housing units to assist our homeless population and prevent individuals and families from becoming homeless, and methods for building a more efficient homeless services system.

TEN-YEAR PLAN

In 2002, the United States Interagency Council on Homelessness issued a challenge to all communities across the nation to address and end the problem of homelessness. To accomplish this goal, those who want to meet the challenge have to work collaboratively to develop and implement a business-like Ten-Year plan to end homelessness in their community. In early 2006, community stakeholders in Palm Beach County began the strategic planning

steps and creation of focus groups to develop the Ten-Year Plan in our community.

The Palm Beach County Board of County Commissioners established the Palm Beach County Homeless Advisory Board (HAB) in May 2007. The HAB and community stakeholders continued working together and completed the Ten-Year Plan to End Homelessness In Palm Beach County in July 2008.

The objective of the Ten-Year Plan to End Homelessness in Palm Beach County is to create a local homeless response system that will completely eliminate homelessness in ten years. The Plan is presented in the form of Seven Goals.

THE SEVEN GOALS OF THE TEN-YEAR PLAN

1. Develop a Universal System for Intake/ Assessment and Enhance Client Information Management System
2. Provide Interim Housing Services for Homeless Individuals/ Families
3. Coordinate Partnerships and Resources for Homeless Services
4. Improve Access to Homeless Services with Outreach and Education
5. Prevent Individuals and Families from Becoming Homeless
6. Secure a Stable Stock of Affordable/ Accessible Housing
7. Provide System Oversight and Evaluation of the Ten-Year Plan

To review the entire Ten-Year Plan, visit www.TheHomelessPlan.org.



MACK BERNARD

County Commissioner
Palm Beach County (Dist. 7)

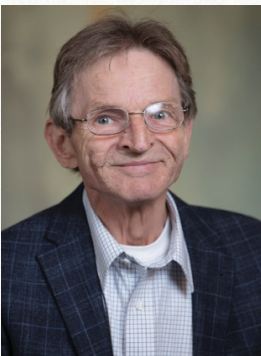
Chair, Homeless Advisory
Committee

Nearly a decade ago, our community came together in an unprecedented way. Together, we embarked upon a journey to find real solutions for Palm Beach County residents who were facing homelessness. As we developed our Ten-Year Plan, we understood the complexity of this issue, but we were committed to finding innovative ways to help our fellow neighbors. Today, that unwavering commitment to ensuring our most vulnerable residents receive the help they need remains. In fact, it is stronger now than ever before.

As we enter into the final year of the Ten-Year Plan, we are setting our sights on ending homelessness for our Youth, Veteran and Chronic population by the end of 2018. We will maintain a balanced approach to serving individuals and families who do not meet these definitions; however, we are enhancing our approach towards engaging all sectors of the community and making more targeted investments.

I would like to thank everyone who has participated in this important work thus far. If you have not been engaged in this work, we encourage you to find your place inside this movement to change the lives of our fellow residents.

Coming together is the beginning; keeping together is progress; working together is success!



UWE K. NAUJAK

Chair,
Homeless and
Housing Alliance

The mission of the Homeless and Housing Alliance (HHA) of Palm Beach County is to establish an inclusive community-based process and approach for managing homeless assistance resources and programs. The HHA is comprised of community-based membership with representatives from government, business, formerly homeless individuals, law enforcement, banking, housing service providers, faith groups, education, veterans, health care, and concerned individuals. Palm Beach County Division of Human and Veteran Services continues its role as the lead entity for the HHA which began in January 2006.

Palm Beach County Human and Veteran Services along with Homeless and Housing Alliance (HHA) and the Homeless Advisory Board have come together to address immediate goals to end chronic and veteran homelessness by 2018. Ongoing Collective Impact efforts will continue beyond today's event to prepare for the development of the next phase of strategic planning. We hope that you find the information to be beneficial to continue to widen our community efforts to reach our shared vision and will participate in this effort by joining one of the many subcommittees that will be working to establish this new plan.



JAMES GREEN

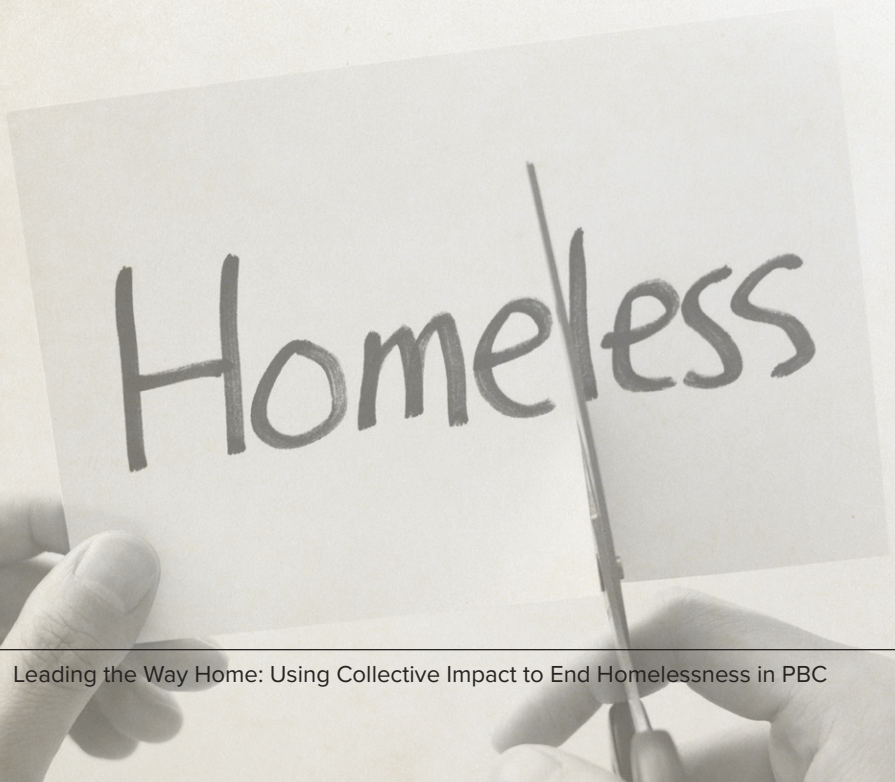
Director
Palm Beach County
Community Services
Department

Thank you for joining us in this significant endeavor to end homelessness in Palm Beach County. This issue not only affects the individuals and their families, but it also prevents them from contributing fully to the community and the economy – thus impacting us all.

This month marks the ninth year of the Ten-Year Plan. Today, you will hear about the progress we have made over the past nine years and our plan to end youth, veteran and chronic homelessness by the end of the tenth year. This forum will offer you insights on the enhancements we have made to our homeless service system and governance structure. During this event, you will hear about our plan to increase the availability of affordable housing units and our effort to engage businesses, nonprofits, churches and other governmental entities to leverage our collective resources and power.

We are all responsible for the success of our community. As we share this information with you today, I encourage you to find innovative ways to increase your engagement in this effort. Everyone has a role to play in ensuring our most vulnerable population has an opportunity to succeed and reach their fullest potential.

Thank you again for being here today. We truly appreciate your steadfast commitment to the residents of our community.



“The true measure of any society can be found in how it treats its most vulnerable members.”

–Mahatma Gandhi

AGENDA

Registration & Continental Breakfast

9:15AM–12:30PM

Welcome	Nancy Bolton , Assistant County Administrator, Palm Beach County Mack Bernard , County Commissioner, Palm Beach County (District 7)
Opening Remarks	James Green , Director of PBC Community Services Department
Ten-Year Plan Achievements & System Enhancements	Georgiana Devine , Homeless Program & Contract Manager PBC Community Services Dept. – Human & Veteran Services Division
Insights on Collective Impact, Housing Need and Funding	Regina Cannon , Senior Program Manager, CSH
Leading the Way Home: Housing Plan for PBC	Wendy Tippett , Director PBC Community Services Dept. – Human & Veteran Services Division
Full Engagement: Harnessing our Collective Efforts	James Green , Director of PBC Community Services Department

12:30PM–1:15PM LUNCH

Shared Goals & Timelines for Ten-Year Plan	Taruna Malhotra , Assistant Director PBC Community Services Department
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1:30PM–2:45PM CONCURRENT BREAKOUT SESSIONS

SESSION I:

The Path Forward: Structure for Continuous Engagement	Daniel Ramos , Operation Supervisor PBC Community Services Dept. – Human & Veteran Services Division
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SESSION II:

Building Opportunities for Affordable Housing Development	Susan Pourciau , CFO & Director Homeless Training and Technical Assistance, Florida Housing Coalition
	Sherry Howard , Deputy Director Department of Housing and Economic Sustainability
	David Brandt , Executive Director Housing Finance Authority of Palm Beach County

Next Steps & Call to Action	James Green , Director of PBC Community Services Department
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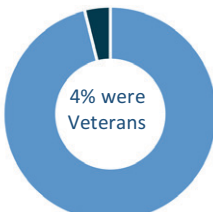
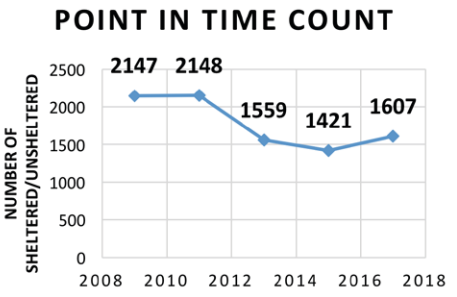
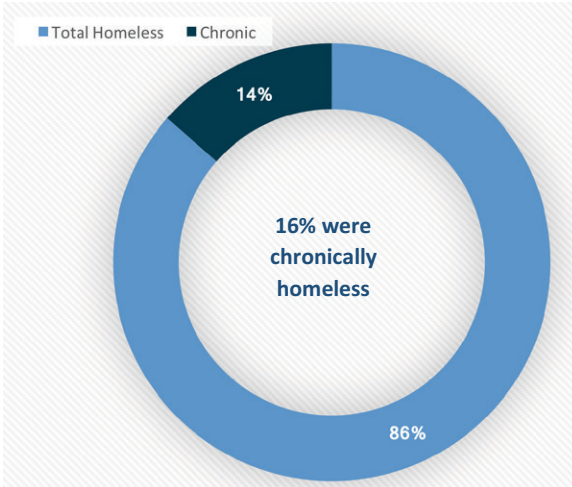
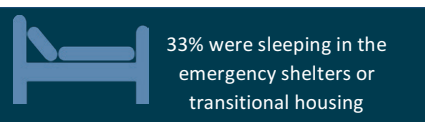
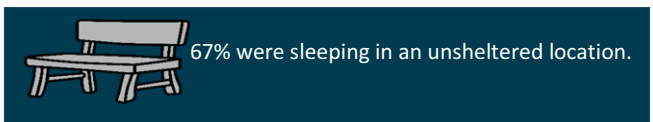
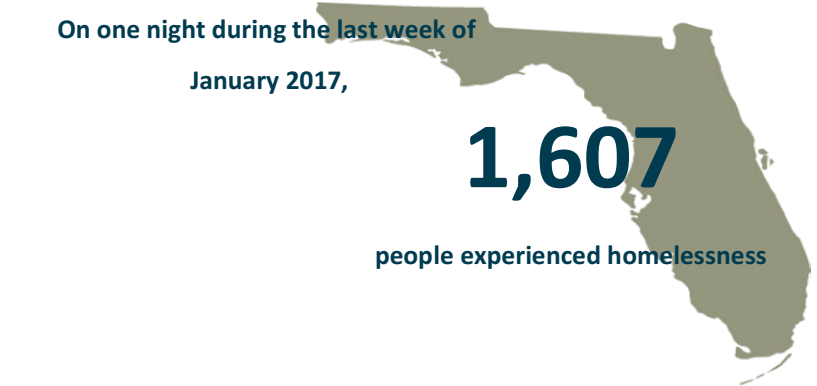
POINT IN TIME COUNT 2017

WHO IS EXPERIENCING HOMELESSNESS IN PALM BEACH COUNTY?

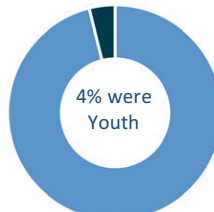
On one night during the last week of
January 2017,

1,607

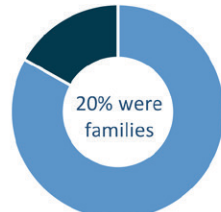
people experienced homelessness



Unsheltered Veterans decreased by 62% from the PIT count conducted two years ago.



Unsheltered Youth increased by 26% from the PIT Count conducted two years ago.



Unsheltered Families decreased by 53% from the PIT conducted two years ago.

DATA-DRIVEN ANALYSIS/OUTCOMES

As a result of data analysis:

- Federal, State and Local funding is evaluated annually and is prioritized by service gaps and presenting needs.
- 2016–17 funding was reallocated resulting in 54 homeless individuals permanently housed in the first five months.
- Programmatic philosophies shifted from direct service model to a housing focused approach resulting in decreased shelter stays (less than 35 days) and increasing utilization rate of each shelter bed.
- Diversion from services has been effective in reducing shelter stays by 61%.

Between July 2015 and June 2017

5,136

People were navigated at the Phillip D. Lewis Center in Palm Beach County

Of that total,

2,723

were family navigations

2,413

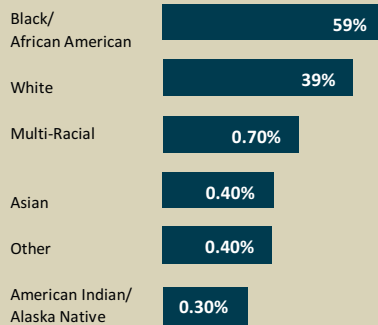
were individual navigations



People experiencing homelessness are our neighbors.

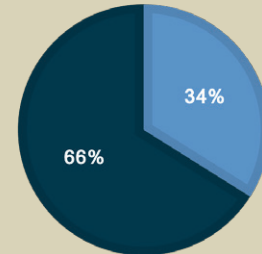
West Palm Beach	72.30%
Lake Worth	12.90%
Boynton Beach	4.60%
Delray Beach	2.50%
Palm Beach Gardens	1.40%
Belle Glade	1.20%
Boca Raton	1.00%
Wellington	0.80%
Loxahatchee	0.70%

Homelessness disproportionately impacts people of color.

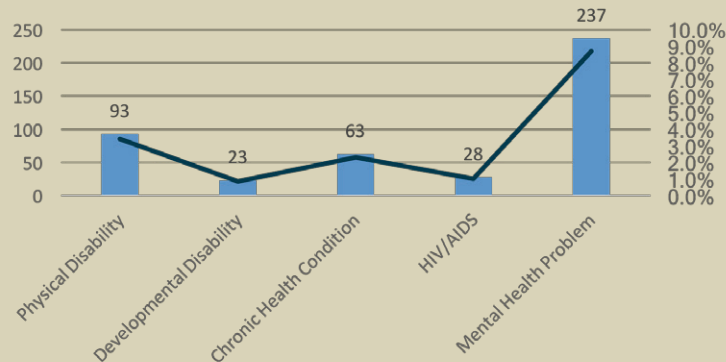


GENDER

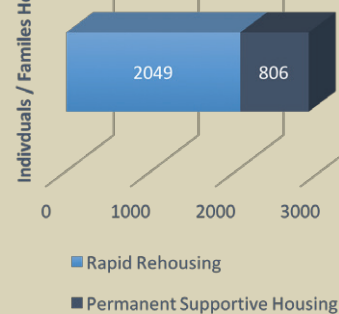
Male Female



Barriers



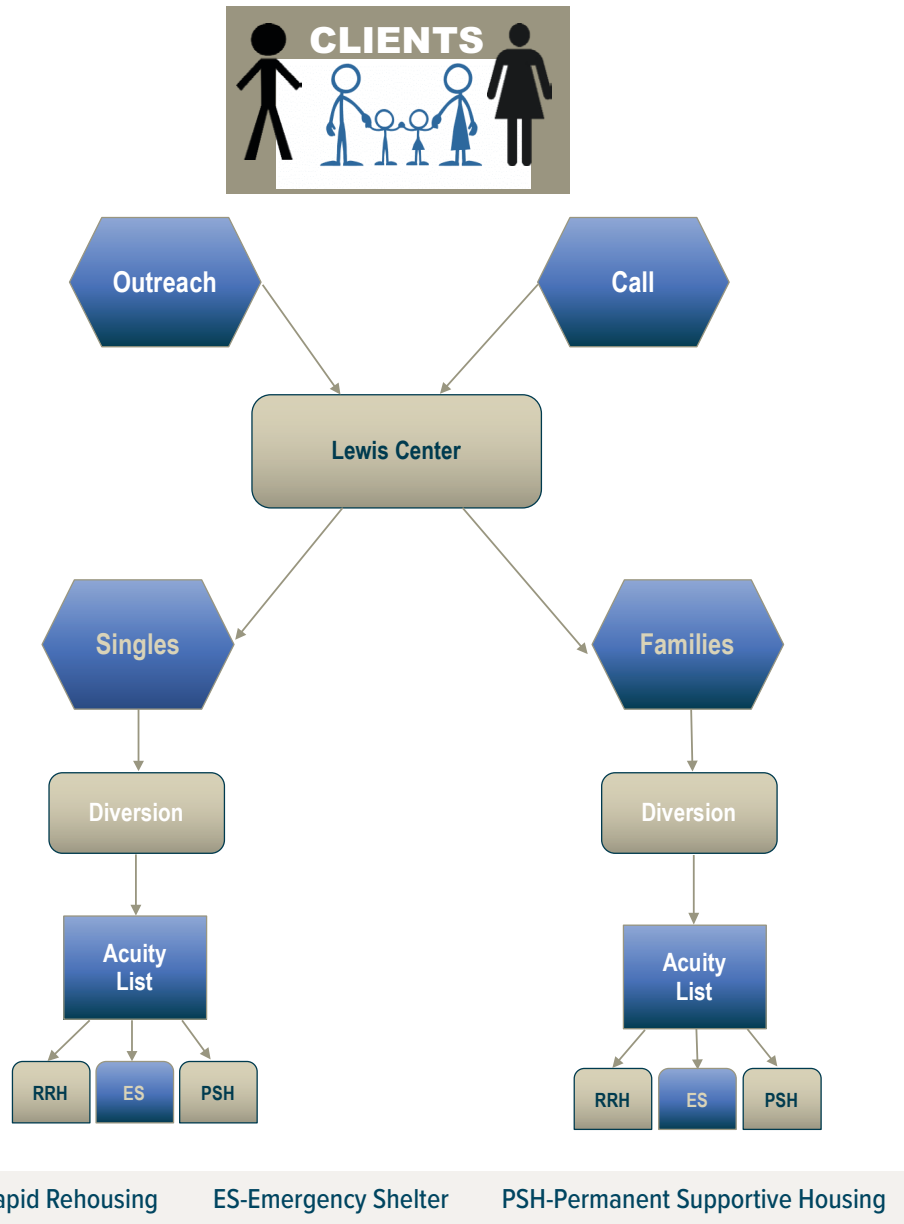
Individuals / Families Housed



To get engaged with this effort, visit: www.TheHomelessPlan.org or call (561) 355-4764.

COORDINATED SERVICE ENTRY

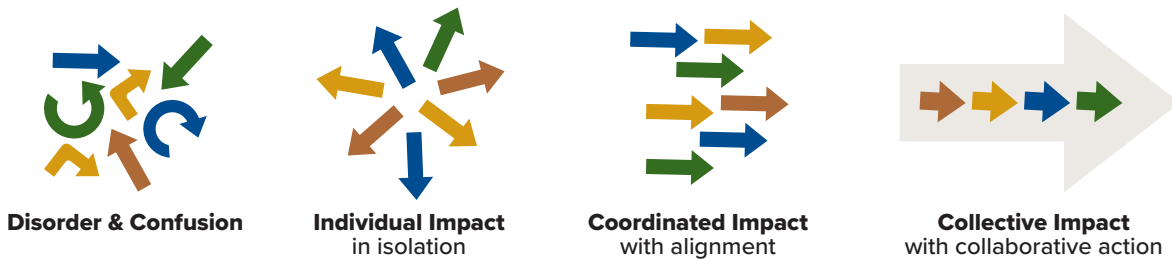
- Senator Philip D. Lewis Center serves as the Centralized Point of Entry for homeless services in PBC.
- Coordinated outreach efforts prevent duplication and ensure all geographic areas throughout PBC are served.
- Navigation & Assessment conducted by phone or through Street Outreach.
- Utilize universal assessment tool to assist in prioritizing placement based on acuity.
- Average length of time from assessment to permanent housing placement has reduced to 35 days.



For more information, visit: www.TheHomelessPlan.org or call (561) 904-7900.

COLLECTIVE IMPACT

Collective Impact is a framework to tackle deeply entrenched and complex social problems. It is an innovative and structured approach to making collaboration work across government, business, philanthropy, non-profit organizations and citizens to achieve significant and lasting social change.



OUR SHARED GOALS

CHRONICALLY HOMELESS:

108

To Be Housed

VETERANS:

100

To Be Housed

YOUTH:

100

To Be Housed

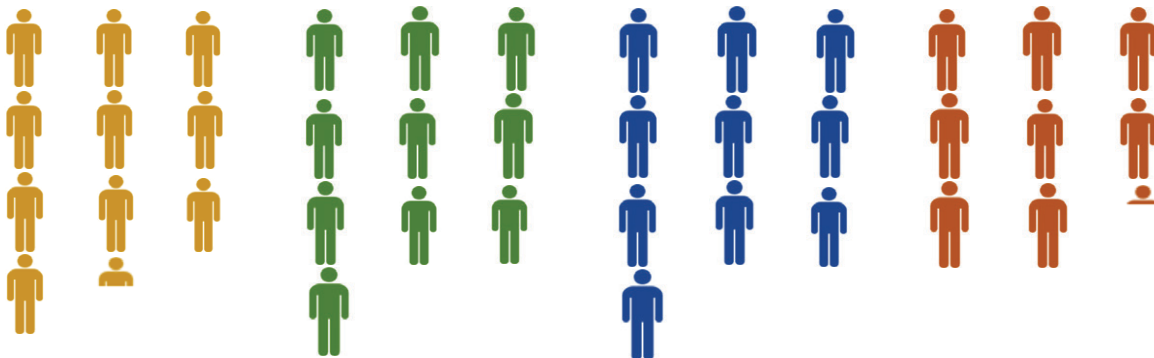
FAMILIES:

(Households)

81

To Be Housed

Targets to be achieved by the end of 2018.



One  represents 10 people

HOMELESS AND HOUSING ALLIANCE

The Homeless and Housing Alliance (HHA) of Palm Beach County (formerly the Continuum of Care) is intended to deliver a comprehensive and coordinated continuum of services for homeless individuals and families. The system’s fundamental components include homeless prevention, outreach and assessment, emergency shelter, transitional housing, supportive services, permanent housing, and permanent supportive housing. The HHA includes community-based

membership with representatives from government, business, formerly homeless individuals, law enforcement, banking, housing service providers, faith groups, education, veterans, health care, and concerned individuals. Palm Beach County Division of Human Services (the Division) continues its role as the lead entity for the HHA, which began in January 2006.

Partner	Target Population
Adopt-A-Family of the Palm Beaches	Families & Youth
Area Agency on Aging	Seniors
Aid to Victims of Domestic Abuse	Domestic Violence
Catholic Charities	Individuals & Families
Child Net	Foster Care
Children’s Home Society	Youth & Families
Coalition for Independent Living Options	All Sub-Populations
Community Action	Individuals & Families
CROS Ministries	Individuals & Families
Faith Hope Love Charity	Veterans
Families First of Palm Beach County	Families
Family Promise North/Central Palm Beach County	Families
Family Promise South Palm Beach County	Families
Farmworkers Coordinating Council	Individuals & Families
Florida Rural Legal Services	All Sub-Populations
Gulfstream Goodwill Industries	Individuals
Holy Ground	Youth Families
Home Safe	Youth
Homeless Coalition of Palm Beach County	All Sub-Populations
Housing Partnership	Individuals & Families
Jeff Industries	Individuals & Youth
Jerome Golden Center for Behavioral Health	Individuals
Legal Aid Society	All Sub-Populations
Magellan Complete Care	Individuals
Mary’s Shelter	Families
Palm Beach State College	Youth
PBC Department of Economic Sustainability	All Sub-Populations
PBC Division of Human & Veteran Services	All Sub-Populations
PBC School District	Youth
Salvation Army	Individuals & Veterans
Society of St. Vincent De Paul	Individuals & families
Southeast Florida Behavioral Health Network	All Sub-Populations
St. George’s Center	Individuals & families
St. Anne’s	Individuals
The Lord’s Place	Individuals & Families
True Fast Ministries	Individuals & families
Veterans Administration Medical Center	Veterans
Vickers House	Individuals & Families
Vita Nova	Youth
YWCA	Domestic Violence

► To join the HHA, please call Sonya McNair at (561) 355-9901 or email SMcNair@pbcgov.org.

HOMELESS ADVISORY BOARD MEMBERS

The Homeless Advisory Board was established by the Palm Beach County Board of County Commissioners on May 1, 2007.

The Board's mission is the development of the Ten-Year Plan to End Homelessness as conceived by HUD: "leading a collaborative planning process to design, execute, and evaluate programs, policies and practices to prevent and end homelessness."

The responsibilities of the Homeless Advisory Board are to assist the County in reaching its Ten-Year Plan to End Homelessness goals. These responsibilities include the following:

- **Review progress made in the County towards achieving the objectives identified in the Ten-Year Plan**

to End Homelessness and make recommendations to the Board of County Commissioners. The primary recommendations may include systematic changes, policy changes, and funding recommendations.

- **Foster and promote cooperation between governmental agencies, community-based non-governmental non-profit organizations and business interests in order to ensure the efficient and timely implementation of the Ten-Year Plan to End Homelessness.**
- **Provide information regarding the needs and other factors affecting the smooth implementation of the Ten-Year Plan to End Homelessness within Palm Beach County.**
- **Determine roadblocks affecting program implementation and recommend corrective measures to the Board of County Commissioners.**

The Board is comprised of 14 members:

MACK BERNARD, County Commissioner (District 7)
PBC Board of County Commissioner Representative

JAVARO SIMS, Asst. Chief, Delray Beach Police Department
PBC Law Enforcement Representative

ERICA WHITFIELD, Board Member, PBC School District
PBC School Board Representative

CLAY WALKER, Community Development Administrator
Department of Children & Families
Department of Children and Families Representative

*ANNE GERWIG, Mayor, Village of Wellington
PBC League of Cities Representative

DONNA KATEN-BAHENSKY, Director, VA Medical Center
VA Medical Center Representative

VACANT
Homeless Coalition Representative

UWE K. NAUJAK, Chairperson, Homeless & Housing Alliance
Homeless & Housing Alliance Representative

LINDA KANE, Housing Coordination Manager
Southeast Florida Behavioral Health Network
Southeast Florida Behavioral Health Network Representative

*KELLY SMALLRIDGE, President & CEO Business Development
Board of Palm Beach County
Economic Council Representative

SOPHIA ECCLESTON, External Affairs Manager, Florida Power & Light
Economic Council Representative

JOSHUA BUTLER
Formerly Homeless Representative

VAN JOHNSON, Executive Director, PBC Housing Authority
Housing Authority Representative

LEO ABDELLA, Director Development, Christ Fellowship Church, Inc.
Faith-Based Representative

**awaiting approval by Board of County Commissioners*

SPECIAL THANKS TO THE PLANNING TEAM

Nancy Bolton
Taruna Malholtra
Wendy Tippet
Georgiana Devine
Daniel Ramos
Keianna Williams
Sonya McNair
Marilyn Munoz
Joe Lambert
Meghan Parnell
Traci Bostic
Waldemar Lugo
Brian Nickerson
Jade Greene

All of the HOT Team, Case Managers and Support Staff



810 Datura Street, West Palm Beach, FL 33401 | (561) 355-4700
www.pbcgov.com/communityservices | #TheHomelessPlan #TentoEnd

www.TheHomelessPlan.org #Ten2End