

# Welcome to the **Community Planning Session for Reimagining Shelter and Interim Housing**

- ▶ We will begin shortly. We are expecting many of your fellow Detroiters so it will take a minute for everyone to log on.
- ▶ We will be recording the session to ensure we capture your ideas correctly.
- ▶ We will post the background materials and the meeting deck to the website.
- ▶ We will provide list of all proposed solutions to all participants once we complete the series of 4 community planning sessions.
- ▶ Please mute yourself throughout the entire session unless you are invited to unmute.
- ▶ Please be prepared to generate ideas and solutions that will improve our homelessness response system in Detroit.
- ▶ **We are very glad that you have joined us!**

<https://detroitmi.gov/departments/housing-and-revitalization-department/homelessness-strategic-planning-project>



## Lived Experience: Guidance and Themes from Focus Group Participants

- **Often difficult to access shelter**, inconsistent experiences, and especially hard to find shelter for someone under 18 years old
- **Many concerns and complaints regarding physical environments and facilities** - including bugs and vermin, overcrowding, some people having to sleep in chairs, accessibility issues
- **Concerns with the professionalism of staff, treatment of clients, inconsistent application of rules**

[https://detroitmi.gov/sites/detroitmi.localhost/files/2023-10/BPA\\_DETInterimFindingsReport\\_FINAL.pdf](https://detroitmi.gov/sites/detroitmi.localhost/files/2023-10/BPA_DETInterimFindingsReport_FINAL.pdf)



# Lived Experience: Guidance and Themes from Focus Group Participants

- **Significant levels of violence**, staff not trained in providing help when people have mental health crises.
- Most shelters are not friendly or welcoming - and can be dangerous - for **LGBTQ+** individuals.
- **Desire for shorter shelter stays** and for quicker access to permanent housing

[https://detroitmi.gov/sites/detroitmi.localhost/files/2023-10/BPA\\_DETInterimFindingsReport\\_FINAL.pdf](https://detroitmi.gov/sites/detroitmi.localhost/files/2023-10/BPA_DETInterimFindingsReport_FINAL.pdf)

# Community Planning Session for Reimagining Shelter and Interim Housing

- ▶ 11/14 - Focus on Clients' Basic Needs, Experiences, and Rights
- ▶ 11/15 - Focus on Services and Staffing
- ▶ 11/16 - **Focus on Facilities and Environments**
- ▶ 11/17 - **Focus on Integrating Programs within the Homelessness Response System**



# Reimagining Shelter and Interim Housing Community Planning Session

## Focus on Facilities and Environments

11.16.23

<https://detroitmi.gov/departments/housing-and-revitalization-department/homelessness-strategic-planning-project>

# Agenda



**Opening:** Welcome, Framing, and Flow



**Grounding:** Background information and data



**Vision and Values:** To guide community's approaches to sheltering people



**Solutions:** Identify potential solutions and strategies, both improvements and innovations



**Prioritization:** Determine highest-priority solutions and strategies, input on roles and timeframes; survey planned for 11/28-30



**Closing:** Will make sure we end on time



# Planning Project Overview

**Overall Charge:** Develop a Strategic System Improvement Plan for the community's homelessness response system

**Our Session Charge:** Recommend Critical Improvements and Transformations

**Our Focus:**

Critical and profound issues with facilities, programs, and practices, resulting in at times traumatizing experiences for people within shelter programs and people who are unsheltered, must be addressed.

# Related Findings (in Interim Report)

- ▶ **People with lived expertise of the homelessness response system report that they experience the system, and many of its programs and services, as not helpful, as not responsive to their needs or concerns, and even as traumatizing, and this is most especially true of shelter programs and services.**
- ▶ **There is a need for immediate strategies to improve shelter facilities and programs, greatly improve the treatment of people in shelters, and ultimately reimagine and transform the community's approach to sheltering people.**





# Purpose and Intent for this Session

- **Generate ideas for solutions for possible inclusion in the Strategic System Improvement Plan.**
- **Potential solutions identified today will form the basis for an electronic survey to prioritize among ideas, to be implemented around 11/28 - 11/30. We will publish the results of the poll by the end of December.**

# Session Guidelines

- ▶ Facilitators will strive to assure an open, inclusive, solutions-focused discussion
- ▶ Please participate and share your perspective and expertise
- ▶ Try not to dominate the conversation
- ▶ Be positive & keep an open mind
- ▶ Focus on possible solutions the community can pursue
- ▶ Respect each person & the expertise that everyone brings to the discussion
- ▶ Listen with intent to understand others' perspectives. Assume the best intentions of others. In “oops and ouch” moments, strive to acknowledge intention vs impact & clean up what you mess up.
- ▶ High-level summary notes may be shared, but will not attribute comments, concerns, or criticisms to specific people or organizations

# Introductions

*Please answer in the chat box*

Who am I?

What do I hope to contribute to this planning session?

## Poll

*Select ALL that apply*

**Who is in the (virtual) room?**

- People with lived experience
  - Service providers
  - Shelter providers
  - Housing providers
  - Community leaders
  - HAND and HRD staff



# Grounding:

## Background Information & Data

*(Please pose questions in the chat box  
and we'll try to reply!)*

# First-Person Perspective

Program	# of Beds (as listed in COD funding)	City of Detroit Funding	# of Beds (as listed in state funding)	State of Michigan Funding
Alternatives for Girls	6	\$100,000		
Cass Community Social Services (Multiple sites; includes warming centers)	115	\$700,000	75	\$579,220
COTS	70	\$305,109	23	\$386,771
Covenant House	26	\$83,000	45	\$223,396
DRMM (Multiple sites; includes warming centers; funding may change due to DRMM operations changes)	269	\$865,924	304	\$888,250
Michigan Veterans Foundation	20	\$88,546	20	\$44,595
NSO	56	\$500,000	56	\$357,602
St. John			100	\$548,559
The Salvation Army	55	\$220,000	55	\$283,338
YWCA	67	\$83,000		
Freedom House	56	\$198,657	56	\$150,000
Methodist Children's Home Society	32	\$83,000		
<b>TOTAL</b>	<b>772</b>	<b>\$3,227,236</b>	<b>734</b>	<b>\$3,461,731</b>



# Key Data - System Metrics

**Table 4: System Performance Measures Summary, FY22**

<b>System Performance Metric</b>	<b>Result</b>
<b>SPM 1.1a:</b> Length of Time Homeless in emergency shelter and transitional housing <b>average</b>	109 days
<b>SPM 1.1a:</b> Length of Time Homeless in emergency shelter and transitional housing <b>median</b>	69 days
<b>SPM 1.1b:</b> Length of Time Homeless in emergency shelter prior to housing move in <b>average (i.e. of those who achieve a permanent housing exit)</b>	471 days
<b>SPM 1.1b:</b> Length of Time Homeless in emergency shelter prior to housing move in <b>median (i.e. of those who achieve a permanent housing exit)</b>	192 days

# Key Data: System Metrics



- **Black people make up 84% of single adults experiencing homelessness and 94% of households with children experiencing homelessness.**
- **A majority of people experiencing homelessness in Detroit are single adults, and of those adults, 30% are women, 69% are men, and 1% are either transgender, questioning or of no single gender.**
- **Single adults reporting a domestic violence status represent 17% of the adult population, but the rate of reported domestic violence more than doubles for families at 39%.**
- **The median length of time households experience homelessness is 69 days.**
- **Over a two-year look back period, SPMs reveal that 21% of all households who exited homelessness to permanent housing ultimately returned to homelessness.**





# Shelter Services

- ▶ Although services may vary from shelter to shelter, these organizations generally provide the following services to clients:
  - ▶ Individualized Case management
  - ▶ Developing a Housing Plan which outlines how the household will move into permanent housing
  - ▶ Assistance in obtaining housing readiness documentation (ID, birth certificate, social security card, proof of income, etc.)
  - ▶ Housing search
  - ▶ Identifying, providing, and assisting with leads for potential units within clients' income ranges, desired locations, etc.
  - ▶ Housing Choice Voucher (HCV) pre-applications and renewals and management
  - ▶ Connections to healthcare as much as possible (physical and/or mental health resources) and workforce development



# Quality Standards

- ▶ Standards outlined by the City of Detroit HRD include, but are not limited to:
  - ▶ All persons in housing crisis should be treated with dignity and respect
  - ▶ All households will be treated fairly and will have all rules implemented consistently
  - ▶ No persons seeking shelter should face discrimination based on race, religion, ethnicity, national origin, sexual orientation, gender identity/expression age, political beliefs, disability, or family composition



# Client Grievances

Nature of Grievance	Number of Substantiated Grievances Fitting that Category	
	Year 2022	Year 2023
Client Mistreatment	12	2
Program policy and procedures	7	0
Denied entry	2	1
Building Conditions	2	0
Discrimination	1	
Wrongful Termination	5	3
Missing Property		0
<b>TOTAL</b>	<b>29</b>	<b>6</b>



# Special Initiatives

- ▶ **Community Standards:** HRD is in the process of working with shelter providers to develop a set of community standards. Some of the standards that will be considered include standards on curfews, allowing daytime access based on client situations and needs, complying with accessibility-related laws, and limiting involuntary exits to extreme cases.
- ▶ **Sheltered Housing Placement:** Works to lease up households pulled for tenant-based vouchers; leased up 151 households with vouchers in a year
- ▶ **Client Rights:** The City of Detroit and the Homeless Action Network of Detroit developed a Client Rights document so that each resident would understand their rights when entering into the homelessness system. Recently HAND has partnered with the Detroit Advisors Group, comprised of residents with lived experience of homelessness, and the Youth Action Board to update this document. This list of rights includes:
  - ▶ Ensuring residents feel secure in making decisions without fear of retaliation
  - ▶ Residents are educated about their rights over time
  - ▶ Shelter and housing program staff are trained to create a culture of respect
  - ▶ Residents' gender identity is respected and honored.



# Vision and Values:

For community's approaches  
to sheltering people

# Vision and Values

**Rooted in dignity**

**Responsive to feedback from people with lived experience, open to improvements and change**

**Person-Centered**

**Giving grace to people**

**Unnecessary rules and barriers removed**

**Supporting parents to be able to care for their children**

**Recognize and value the intersectionality of people's experiences and expertise**

**Adaptable**

**Trauma-centered solutions, don't further traumatize people in order to make decisions**

**Focused on the needs of children in families, not just the adults**

**Accessible to people with different abilities – health needs, mobility limitations**

**Trauma-informed approaches for staff working in programs**

# Vision and Values

Shelter as truly temporary, providing path to housing, not trapping people

Being realistic about what is available, not creating false expectations – but always striving to be able to have more available to offer

Staff are able to connect people to real opportunities and options

Clear pathways forward, people can understand the system and options

Staff-client relationships as true partnerships – progress and solutions depend on both partners

Data-drive, focus on outcomes – but also focused on the people and the human stories behind the numbers

Learning-focused, people with lived experience as the teachers

Able to de-escalate crises – help people move through and out of crises

Help available to everyone, whether they come into shelter or not

# Vision and Values



## Focus on Facilities and Environments

What about this draft language  
best captures the vision and values you  
think the Detroit community should bring  
to its approaches to sheltering people?

What's missing that you think should also  
be captured?





# Identifying Solutions:

Solutions and strategies the community should implement



## Community Planning Session Objectives

- **Generate ideas for solutions for possible inclusion in the Strategic System Improvement Plan.**
- **Across the 4 Community Planning Sessions focused on reimagining shelter, we'll strive to identify solutions focused on:**
  - **Strengthening client experiences**
  - **Scaling capacity to shelter people**
  - **Improving outcomes**



# Types of Solutions

## Focus on Facilities and Environments

Generate potential solutions or strategies, including:

- **IMPROVEMENTS** to be made within existing efforts and programs (e.g., staffing and role clarification, streamlining, policies and practices, improved partnerships, improved public policy, etc.)
- **INNOVATIONS** to be tried and tested to support transformation of approaches (e.g., new models, new partnerships, new services and staffing designs, new capacity-building efforts, etc.)

# Examples of Solutions: Facilities & Environments

- ▶ **Improvement:** Dedicate ongoing funding to support capital repairs and improve weatherization of shelter facilities
- ▶ **Innovation:** Evaluate homes currently in the Land Bank to determine if any are a good fit for being repurposed into shelter or transitional housing settings

# Relevant Ideas from Previous Sessions

## Facilities and Environments

- Removing barriers for people with limited mobility, health care equipment, and other needs to be accommodated
- Botanic gardens and community gardens to support a healing environment
- Making spaces warm and child friendly
- Resource rooms, quiet rooms
- Recreational spaces, game rooms
- Child care/play rooms with reliable & safe child supervision
- Dispersing shelter space versus single-site models
- Dedicated shelters or spaces for different populations - survivors of domestic violence and sexual assault, LGBTQ+, older adults, people with disabilities
- Co-locating programs like Head Start, Health Care, others



# Brainstorm Solutions

## Focus on Facilities and Environments

- What is the proposed solution?
- Is it an improvement or an innovation?
- How would this solution help achieve the vision and values just discussed?
- How could it address the concerns raised by people with lived experience?
- How could it help reduce disparities?

# Tailoring Facilities and Environments



Children

Youth

Parents and families

Single women

Older adults

Survivors of violence and  
trauma

People with disabilities

People with mental  
health and/or substance  
use care needs

LGBTQ+ populations

Different racial, ethnic,  
and cultural groups

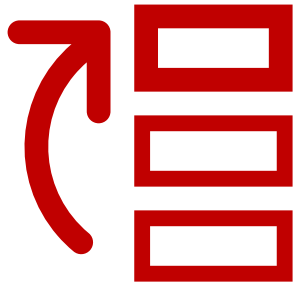
People with limited  
English skills

*Other populations?*



# JAM Session!





## Prioritization:

Determine highest-priority strategies, input on roles and timeframes



## Prioritization

# What is the most important work and why?

*We're going to ask people with lived experience to reply first, and then will prompt the rest of participants to reply*

*We will popcorn some so that some people can provide answers verbally, and others can put answers in the chat*



## Prioritization

# What is the most important work to start during 2024?

*We're going to ask people with lived experience to reply first, and then will prompt the rest of participants to reply*

*We will popcorn some so that some people can provide answers verbally, and others can put answers in the chat*



# Post-Session Poll

You will be invited to participate in an online poll to prioritize among the solutions that have been generated today.

- What are the most important activities?
- What should be started during 2024?
- What would success look like or how should we measure success?
- What community partners and resources should be engaged?

**The poll will be conducted 11/28-11/30**

- ▶ *We will publish the results of the poll by the end of December.*



# Next Steps and Closing

- **Reimagining Shelter and Interim Housing online poll** to prioritize among the ideas generated today and to rank priorities generated across all Community Planning Sessions.
- **Results** will be shared with the **Planning Team** who will report to the **Strategic Plan Oversight Commission** for inclusion in the final plan. The final plan will include the top priorities with an emphasis on the activities to be undertaken in 2024.
- **Reminders:**
  - ▶ We will post the background materials and the meeting deck to the website.
  - ▶ We will provide list of all proposed solutions to all participants once we complete the series of 4 community planning sessions.
  - ▶ We will provide results of the online poll by the end of December.

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**Thank you!**