

Welcome to the **Community Planning Session** **for Improving Rehousing & Housing Supply**

- ▶ 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 6 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 Interim Findings Report

- ❖ Overall, people believe their success in finding and securing housing is driven by their personal efforts.
 - ✓ Some reported it took them 1 - 2 years to find housing, while others found housing within 3 months.
- ❖ Participants indicated that there is a need for better landlords and for strategies to encourage landlords to work with rapid rehousing participants and housing voucher holders.
- ❖ People also expressed that many people who move into housing do not receive assistance with the basic necessities to make it a livable home, such as furniture, mattresses, linens, basic kitchen item, supplies needed for infants and children, and other essentials.

https://detroitmi.gov/sites/detroitmi.localhost/files/2023-10/BPA_DETInterimFindingsReport_FINAL.pdf

Community Planning Session for Improving Rehousing & Housing Supply

- ▶ 11/8 Permanent Supportive Housing
- ▶ 11/8 Rapid Rehousing
- ▶ 11/9 Vouchers, utility assistance, & other financial assistance
- ▶ 11/9 Affordable housing supply, including assisted & public housing
- ▶ 11/13 Improving Housing Navigation and Landlord Engagement
- ▶ 11/14 Integrating access to all types of housing and rehousing supports



Improving Rehousing & Housing Supply Community Planning Session

**Integrating Access to All Types of Housing and Rehousing
Supports**

November 14, 2023

<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 rehousing & housing supply



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: Rehousing strategies and services, and the utilization of rental subsidies, must be dramatically improved and reorganized to support people to successfully exit from homelessness into permanent housing more quickly, efficiently, and stably.

Finding: The community lacks core elements of a coordinated, purposeful system for rehousing people, including...

- ▶ No comprehensive landlord engagement system
- ▶ Housing navigation services are poorly defined and implemented at nowhere near the scale of need
- ▶ Services aligned with rapid rehousing and permanent supportive housing programming are inadequate for the needs of many participants, including for people with behavioral health care needs and other people with disabilities
- ▶ While housing vouchers were reported to be widely available, the ability for these vouchers to be used was hampered by a lack of affordable, quality units and landlords willing to accept the vouchers which was compounded by a lack of housing navigation supports.
- ▶ While the transition of the Coordinated Access Model (CAM) system brings opportunities to address concerns with coordinated entry and rehousing strategies, it can be expected that there will be challenges created by that transition

Focus for the Planning Session

- ▶ **Integrating access to all types of housing and rehousing supports within Homelessness Response System**
 - ▶ **CAM/CES:** Detroit's coordinated entry system, known as the CAM, refers people experiencing homelessness to emergency shelter and homeless services as resources become available.
 - ▶ **Other ways** for residents experiencing homelessness to navigate across all currently available supports
 - ▶ **Other ways** to make the Homelessness Response System more comprehensive seamless for all persons who need these services



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

Integrating Access to All Housing Supports

- ▶ Detroit's coordinated entry system, known as the CAM, is the front door of the homelessness system in Detroit, Hamtramck and Highland Park. It:
 - ▶ Provides access to services for people experiencing homelessness
 - ▶ Offers a standard assessment to help connect residents to the right supports
 - ▶ Prioritizes housing resources based on household need
 - ▶ Provides referrals to housing resources as they become available

Note: CAM does not own or operate any housing or shelter resources; it serves as the connector to these resources

CAM Historical Outcome Data - 2022

2022 Volume by Quarter			
Quarter	Calls	In-Person Visits	Total
Q1	21439	152	21591
Q2	10059	1141	11200
Q3	8923	2239	11162
Q4	8342	1640	9982
Total	48763	5172	53935

2022 Call Outcomes by Quarter					
Quarter	Connected	Abadoned	Voicemail	Outbound No Answer	Total
Q1	5008	5847	5515	5069	21439
Q2	1778	6531	1346	404	10059
Q3	1881	6008	1034	0	8923
Q4	896	6213	1233	0	8342
Total	9563	24599	9128	5473	48763

CAM Historical Outcome Data - 2022

2022 Intakes by Household Type				
HH Type	Diverted	Referred to Shelter	Overflow	Total
Youth Family	92	124	111	327
Adult Family	385	409	769	1563
Unaccompanied Youth	79	643	147	869
Single Adult	550	3705	1745	6000
Total	1106	4881	2772	8759

2022 Housing Referrals by Household Type				
HH Type	TH	RRH	PSH	Total
Youth Family	35	20	8	63
Adult Family	3	105	49	157
Unaccompanied Youth	18	82	57	157
Single Adult	13	378	504	895
Total	69	585	618	1272

Key Data- Overall System Metrics

- While Black people make up 78% of the general population, **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.**
- Prior to moving into homeless programs, people residing in emergency shelters, safe havens, transitional housing, and other permanent housing **experienced a median time of homelessness of 203 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.**

CAM Transition - Perspectives from Residents with Lived Experience

- ▶ Challenges with previous CAM
 - ▶ Long wait times
 - ▶ Waiting at access sites when no resources are available
 - ▶ Confusion about process and prioritization
 - ▶ Dehumanizing Experience
- ▶ What Was Working
 - ▶ Hybrid model
 - ▶ Encounters with staff where clients felt heard and respected
 - ▶ Staff who helped problem solve for clients

CAM Transition - Perspectives from Residents with Lived Experience

- ▶ Qualities Desired in CAM Post-Transition
 - ▶ Clients are treated with compassion and empathy
 - ▶ Able to adjust to community needs as they arise
 - ▶ Capacity to leverage technology to streamline processes
 - ▶ Strong communication and organization skills
 - ▶ Knowledgeable about what resources exist in the community
 - ▶ Able to problem solve and solutions-oriented
 - ▶ Accessible
 - ▶ Has resources on hand to help residents navigate the CAM process

CAM Today

- ▶ Successfully transitioned to HAND acting as the CAM lead agency and back-office implementing partner and Wayne Metro as the CAM Access implementing partner



**CAM Lead Agency &
Back Office**

CAM Access

CAM Navigation

Street Outreach Teams

CAM Today

- ▶ HAND staff say future hopes include:
 - ▶ Ensuring people are able to connect with the CAM Access team in a timely and accessible manner
 - ▶ Improving coordination with emergency shelters and outreach teams
 - ▶ Improving partnerships with permanent housing providers,
 - ▶ Improving coordination with the HCV housing agents,
 - ▶ Ensuring there are CAM processes which support full utilization of housing programs,
 - ▶ And improving case consults and coordination to ensure that households get connected to their housing providers and move forward with housing

Examples of Cross-Sector Partnerships

- ▶ **Healthcare:** The Alameda County Health Care for the Homeless' Street Health team partners with a local pharmacy to support dispensing medication on the street. This partnership allows the pharmacy to dispense the controlled substance to the patient without a government-issued ID.
- ▶ **Education:** The Community Partnership for the Prevention of Homelessness (TCP) and the Office of the State Superintendent of Education (OSSE) in Washington, D.C. have developed a comprehensive data sharing arrangement that benefits each agency, while significantly improving services for children and youth experiencing homelessness.
 - ▶ Takes in data from various sources
 - ▶ Service providers from different community systems have the authority to identify children and youth and document their living situations for the purpose of determining their eligibility for homeless and other local community services programs.



Vision and Values:

For community's approaches
to rehousing people

Vision and Values



Detroit's Housing Justice Roadmap

Pillar 1: Detroit's response to homelessness is led by people with lived experiences who reflect the community.

- The community should co-design and implement system transformation and have community power to hold the system accountable
- Leadership at the administrative and agency level need to reflect the community served by representing Black, Brown, trans and gender nonconforming (TGNC), lesbian, gay, bisexual, or queer (LGBQ) Detroiters and have lived experience of homelessness.
- Providers must be supported in hiring people who have experienced homelessness so they can advise on and lead service provision across the city.

Vision and Values



Detroit's Housing Justice Roadmap

Pillar 2: Members of the community experience homelessness rarely, and when they do, it's for a short time and only once.

- A system must address the high barriers to accessing crisis housing (shelters) for members of the TGNC community through safe and equitable access and ensure that support is available to quickly move to long-term housing.
- A system must address barriers to quick, safe, access to long-term housing including issues with coordinated entry, prevention programs to keep people in their homes, and the lack of affordable housing stock in the community
- A system must coordinate resources, including economic supports, across the community and improve the quality of supportive services within homeless programs.

Vision and Values



Detroit's Housing Justice Roadmap

Pillar 3: Housing security will be achieved by keeping people in their homes, developing affordable options, and helping to recover generational wealth.

- The city and county must invest in the revitalization and development of safe and affordable housing prioritized for people experiencing homelessness and housing instability.
- Detroit and Wayne County administrators must coordinate and prioritize homeownership supports for Black, Brown and LGBTQ communities to help build generational wealth.
- Detroit and Wayne County must address policy issues that have led to the historic loss of homes for the Black community in Detroit

Vision and Values



Detroit's Housing Justice Roadmap

Pillar 4: Housing and services are rooted in dignity.

- A system must provide services that are safe and accessible for all and that respect, empower, and value all individuals, especially Black, Brown, and LGBTQ community members.
- Services should be designed with and provided by people who have experienced homelessness or housing instability.
- Providers must address organizational culture issues that lead to discrimination and lack of accountability to people being served.

Dialogue: **Vision and Values**



What about this language from the Housing Justice Roadmap best captures the vision and values you think the Detroit community should bring to its approaches to rehousing people?

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

Please offer responses in the chat!



Identifying Solutions:

Solutions and strategies the community should implement



Community Planning Session Objectives

Generate potential strategies, including

- **IMPROVEMENTS** to be made within existing efforts and programs (e.g., staffing and role clarification, streamlining, policies and practices, improved partnerships, modest facility improvements, 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.)

Community Planning Session

Hot topics

- ▶ Housing navigation
- ▶ Quality of available units
- ▶ Affordability – rents too high
- ▶ Housing choice in various geographic areas
- ▶ Landlord engagement
- ▶ Services to support optimal health and stability
- ▶ Funding available for ongoing needs and capital
- ▶ Data and information on current programs, including navigation supports
- ▶ Best practices from other communities

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Example: Improvement

- ▶ **Focus area: Integrating access to all types of housing and rehousing supports within Homelessness Response System**
- ▶ **Description of Solution:** Better use HMIS data in all areas of system, including case consultation, system data improvements (HMD, chronic homelessness, identifying homeless households who are not enrolled in coordinated entry).
- ▶ **Impact of Solution:** This could improve quality of services and integration/care coordination for participants which could improve health, housing, and economic outcomes.

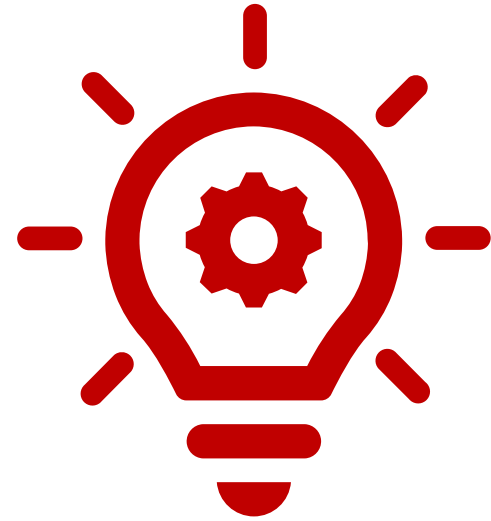
Example: Innovation

- ▶ **Focus area**: Integrating access to all types of housing and rehousing supports within Homelessness Response System
- ▶ **Description of Solution**: More equitable and transparent system level data shared amongst system partners. Advocate for better access to state level HMIS data which could be utilized to screen more households into chronicity, who may have been homeless or displaced from another CoC.
- ▶ **Impact of Solution**: More seamless support for people who move across boundaries of the CoC's.

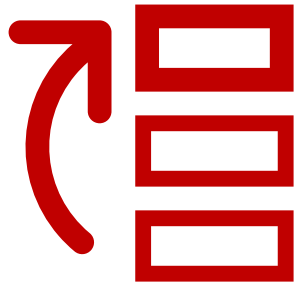


Brainstorm Solutions

- ▶ **Focus: Integrating access to all types of housing and rehousing supports within Homelessness Response System**
- 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?



JAM Session!



Prioritization:

Determine highest-priority strategies, input on roles and timeframes



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

- **Improving Rehousing & Housing Supply 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**. 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 6 community planning sessions.
 - ▶ We will provide results of the online poll by the end of December.

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Thank you!