

REDESIGNING THE HOMELESSNESS SYSTEM IN KING COUNTY

SHORELINE CITY COUNCIL

JUNE 17TH, 2019

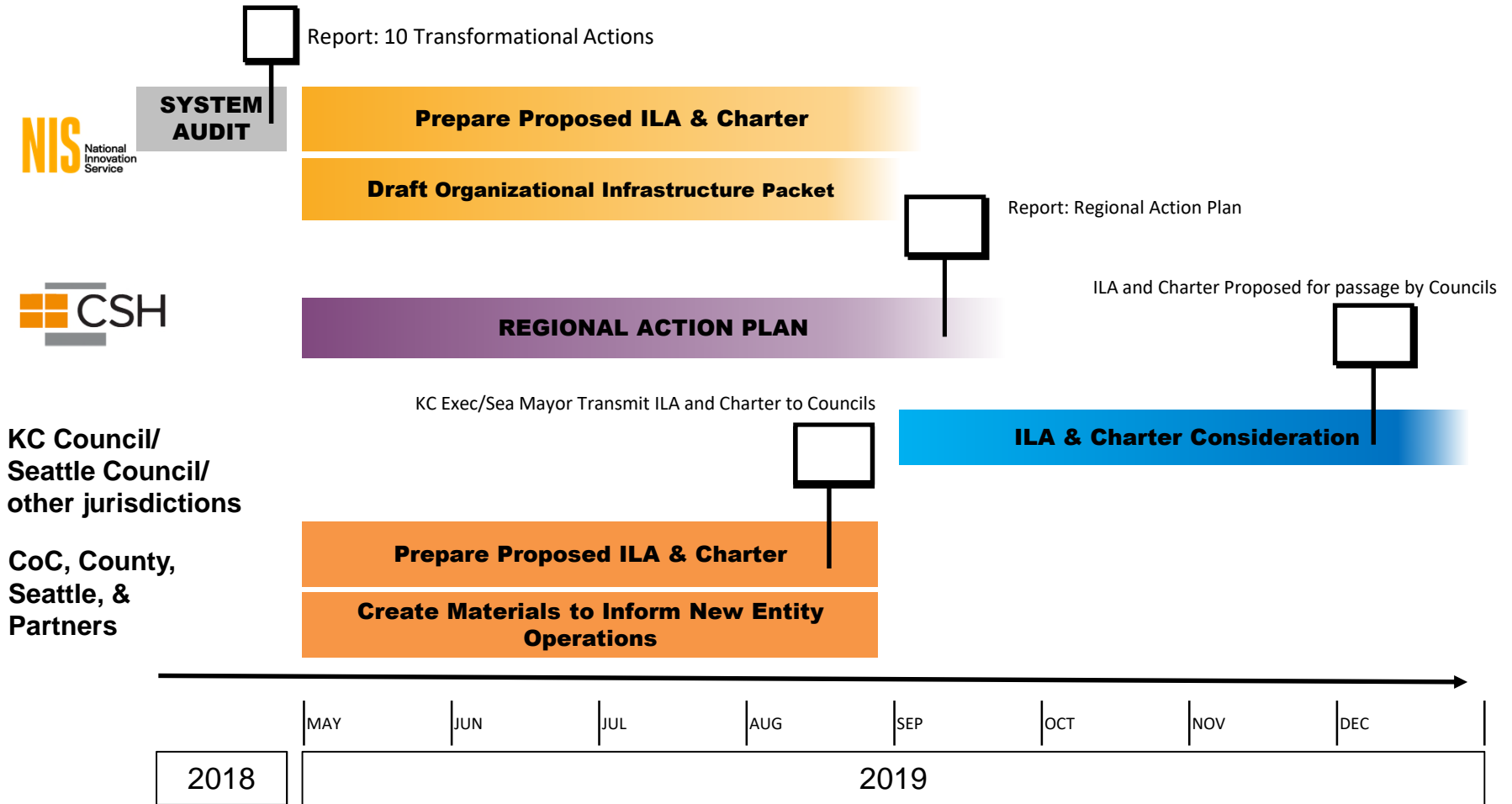
TODAY'S PRIORITIES

- What's our Timeline?
- What are We Solving for?
- What is Being Recommended?
- What to Expect Next?
- Discussion

KEY DATES IN HOMELESS SYSTEM REDESIGN

- May, 2018: King County Auditor releases [homelessness system recommendations](#)
- May, 2018: King County-Seattle [MOA](#) to explore unified homelessness governance
- Dec, 2018: National Innovation Service (NIS) [Homeless System Redesign Report](#) released, highlighting 10 Actions needed to optimize system towards equity and impact
- March 29, 2019: King County HHHS Briefing on the Homeless System Redesign Recommendations
- April 30, 2019: King County HHHS Briefing on Unified Governance Approach
- May 8, 2019: Sound Cities Association Policy Issues Committee (PIC) Briefing
- May 31, 2019: [Point in Time Count](#) & [Data Dashboards](#) Released
- June 4, 2019: King County HHHS Briefing re: Point in Time Count, Data Dashboards, and Homelessness Governance

Brief Overview: Work Products and 2019 Planned Actions

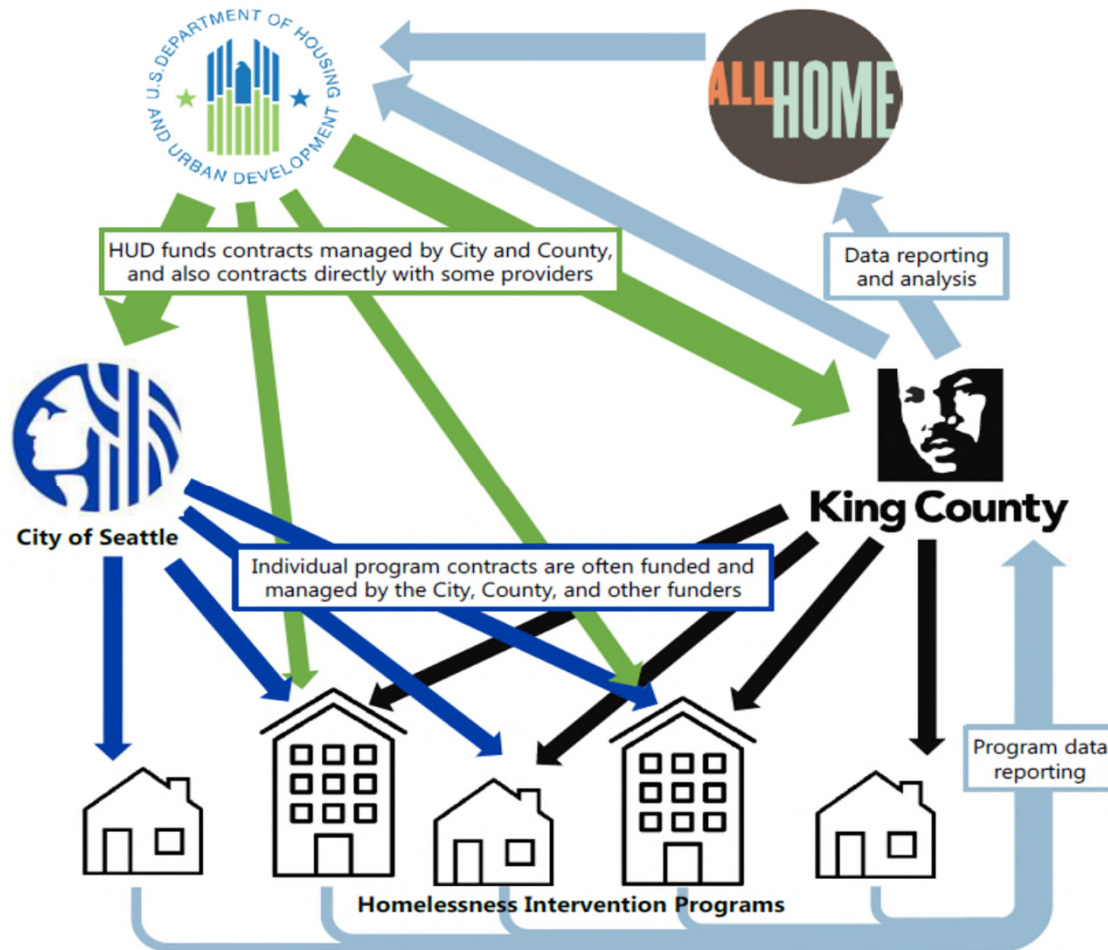


WHAT ARE WE SOLVING FOR?

- Fragmentation
- Funding Difficulties
- Poorly Articulated Successes
- Growing Problem
- No Shared Theory of Change

ALL towards the goal of improving outcomes for people experiencing homelessness

CONTRACTS HELD AND MONITORED BY A VARIETY OF ENTITIES



CONTINUUM OF CARE (COC)

- **Federally mandated body to coordinate federal funding and ensure compliance with federal law**
- **Receives CoC funds from HUD**
- **Required to:**
 1. Ensure collection of homeless system performance data (a “Homeless Management Information System” or HMIS)
 2. Establish and operating a coordinated needs assessment and referral process (“coordinated entry”)
 3. Perform analysis to identify gaps in regional homeless services needs.
- **In King County, All Home is the CoC lead**
- **All Home delegates collection and management of performance data and management and operations of Coordinated Entry to DCHS.**

REGIONAL HOMELESSNESS FUNDERS

- **Federal:** CoC Funds, with contracts managed by King County or Seattle
- **Housing Authorities:** federal housing vouchers
- **King County (DCHS):** local levies, document recording fees and pass through of federal dollars
- **Seattle and other cities':** general funds, housing dollars
- **Private Dollars:** Philanthropy (United Way, Raikes Foundation, Gates Foundation, etc.), Businesses, Private Donors, Faith Community

WHAT IS BEING RECOMMENDED?

- New Regional Authority
- Equity-Centered
- Data Driven
- Community-wide Commitment

HOMELESS SYSTEM REDESIGN

THE 10 ACTIONS ARE INTERCONNECTED AND REINFORCING

PHASE I ACTIONS

1. **Institute a System-wide Theory of Change,**
2. **Become accountable to customers,**
3. **Consolidate homelessness response systems under one regional authority,**
4. **Create a defined public/private partnership utilizing a funders collaborative model,**

And,

Develop a Regional Action Plan

PHASE II ACTIONS

5. Prioritize economic stability to reduce inflow
6. Improve customer outcomes through a comprehensive digital transformation
7. Design intake processes that are connected, customer-centric and radically accessible
8. Increase access to 0-30% AMI housing
9. Expand physical and behavioral health options for people experiencing homelessness
10. Create long-term institutional alignment across systems to serve people experiencing homelessness

-Homelessness Response System. Dec, 2019.
Future Laboratories (now NIS).

<https://hrs.kc.nis.us>

INSTITUTE A SYSTEM-WIDE THEORY OF CHANGE

If we create a homelessness response system that **centers customer voice**, then we will be able to focus on responding to needs and **eliminating inequities**, in order to end homelessness for all.

BECOMING ACCOUNTABLE TO CUSTOMERS (PEOPLE EXPERIENCING HOMELESSNESS)

- Include people with lived experience of homelessness in the planning, design and implementation of the redesign of the homeless system
- Implement a continuous quality improvement framework driven by customer voice
- Build governing structures that center customer voice and align with the system-wide theory of change

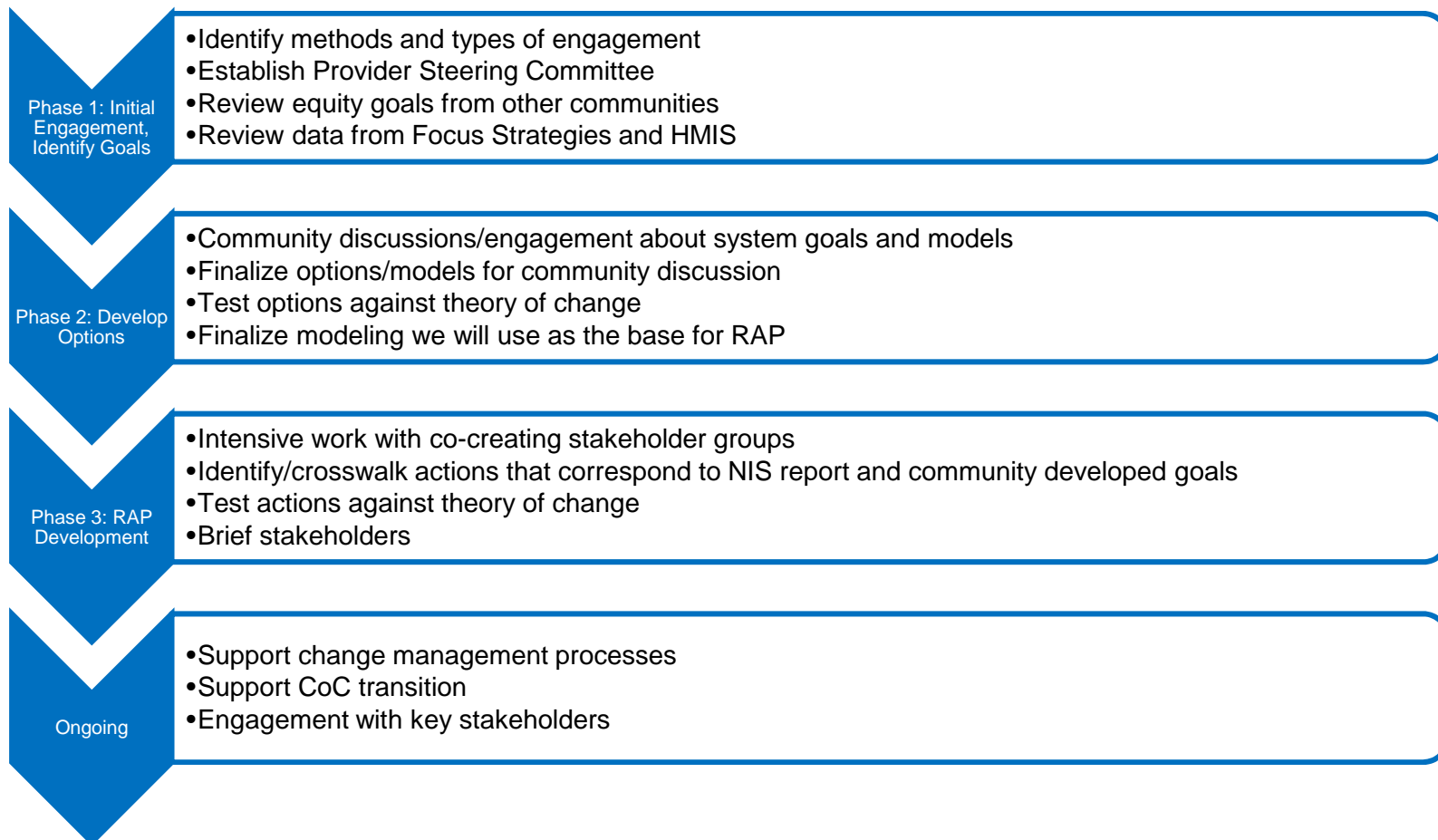
DEVELOPMENT OF A REGIONAL AUTHORITY

- **Legal Structure**
- **Governing Board**
- **Scope of services/powers/functions of new regional authority**
- **Budget authority/appropriation process**
- **Sub-regional Coordination and Planning Support**
- **Guided by a Regional Action Plan (RAP)**

WHAT IS THE REGIONAL ACTION PLAN?

- It is the community's plan, not just a plan for the Regional Authority.
- It will provide action-oriented solutions to challenges identified through a community engagement process, data analysis, and the NIS 10 Actions Report.
- It will lay out metrics and milestones to track towards established goals.
- Each action will have an accountable person/organization.
- It will provide recommendations on sequencing and/or parallel processes in a variety of categories.
- It will project costs for interventions and provide underpinning for budget process.
- Most importantly, it should be a living document, not something that sits on a shelf.

CSH PROCESS FOR DEVELOPING THE REGIONAL ACTION PLAN



TOUCH POINTS

Initial Engagement

- What goals does the community want to achieve regarding homelessness?
- What priorities are most important for the community and who should drive the plan?
- What would make this work successful to you?

Review of Models:

- Review of gaps and needs identified
- Review potential costs and impact over 18 mos/3yrs/5yrs
- Questions –What scenarios best reflect the community's values/theory of change? What scenarios are most viable?

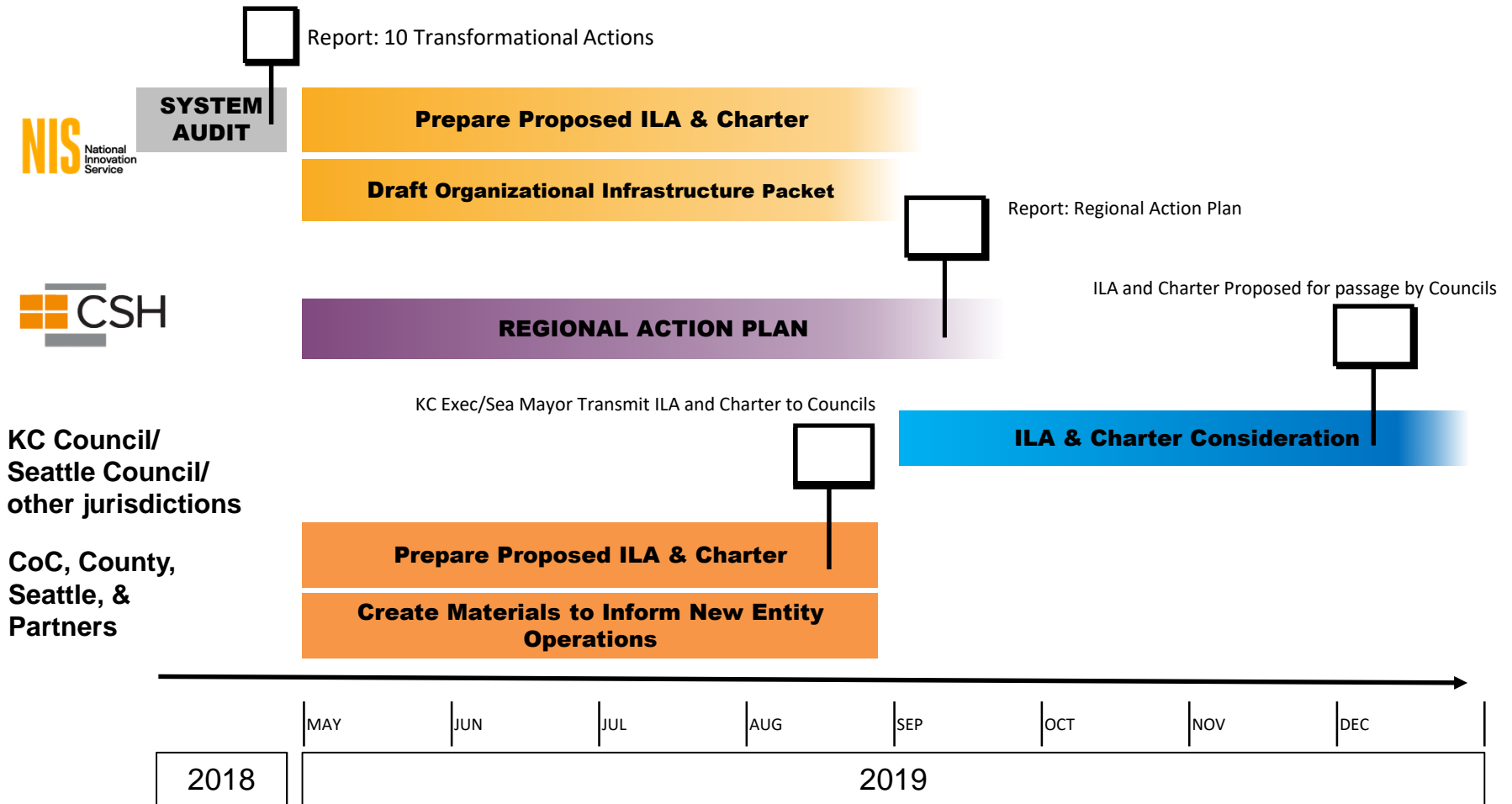
Review/Approval/Support of RAP:

- Formal briefings and overview with stakeholders
- Executive Board of the Regional Authority (when in place)
- CoC Board, City, County, SCA leadership, PHAs and Councils
- Define what does support means for each stakeholder

WHAT TO EXPECT NEXT FOR THE RAP?

- Set meeting times for co-creation and input
- Data review and needs/cost analysis
- Review of engagement process from Fall 2018/Identify and address gaps
- Development of models/options for review
- Action-oriented solutions to address challenges identified and lift up what is working
- Further engagement and discussion of proposed steps
- September deliverable

Work Products and 2019 Planned Actions



TYPES OF ENGAGEMENT

- Underway:
 - Steering committee and workgroups
 - SCA PIC briefings
 - KC Councilmember and Staff Briefings
 - Monthly provider meetings with Leo Flor, Kira Zylstra, and Jason Johnson
 - Community workshops
- Gearing Up:
 - Sub-regional engagement, starting June 6
 - Regional Policy Committee Briefings, June 12 and July 10
 - More provider and community workshops

SCA/SUB-REGIONAL ENGAGEMENT UPDATE

- SCA staff Christa Valles is participating in monthly Steering Committee meetings
- SCA PIC continues to hold monthly briefings/discussions
- SCA Identified Lead Electeds and Staff for Engagement:
 - Mayor Nancy Backus, Auburn
 - Mayor John Chelminiak, Bellevue
 - Council President Prince, Renton
 - Merina Hanson, Kent
 - Colleen Kelly, Shoreline
- DCHS is scheduling briefings/workshops with sub-regional collaborations including:
 - Eastside Homelessness Advisory Committee (EHAC), June 6
 - South King County Homelessness Advisory Committee (HAC), June 19
 - North Urban Human Services Alliance (NUHSA)

NO DECISIONS HAVE BEEN MADE- *WHAT ARE YOUR THOUGHTS?*

Our Questions for You:

- Regional Authority Governing Board Make-Up and Role--Who should be on it and what authority should it have?
- What goals does your community want to achieve regarding homelessness?
- Do you have any successful strategies in place already?
- Where is your greatest need?
- What would make this work successful to you?
- Role of and process for sub-regional/community tailoring?
- Ongoing Community and City Engagement-what is needed?

Your Questions for Us????