

Evaluation & Updating of the DuPage County 10-Year Plan to End Homelessness

**Mid-America Institute on Poverty
of Heartland Alliance**



Acknowledgements

**Thank you to the funding sponsors for
this project:**

Mr. Philip Smith, Director, DuPage County
Community Services

Mr. Michael Brosnahan, Senior Vice
President, West Suburban Bank



Goals For This Process: *Develop an updated 10-Year Plan to End Homelessness using evaluation of the current Plan as a foundation*

- **Evaluate Progress on Initial Plan**
 - Measure success
 - Explore challenges
- **Strategic Planning**
 - Identify changing needs
 - Update action steps
 - Plan for future evaluation and planning
- **Raise profile, re-engage stakeholders, and renew commitment**
- **Serve as a model for other suburban plans**

Evaluation Methods

Methodology

- ✓ Background Research
- ✓ Environmental Scan
- ✓ Review of Plan
- ✓ Objective & Action Step Analysis
- ✓ Stakeholder Survey:
60% response rate, n=57
- ✓ 10 Key Informant Interviews
- ✓ 6 Strategic Planning Meetings with CoC Committees

Data was analyzed based on the following:

- Progress on 9 components
- Successes & challenges
- Interaction among components
- Assignment of responsibility
- Stakeholder engagement
- Evaluation & reporting mechanisms



The DuPage Plan to End Homelessness

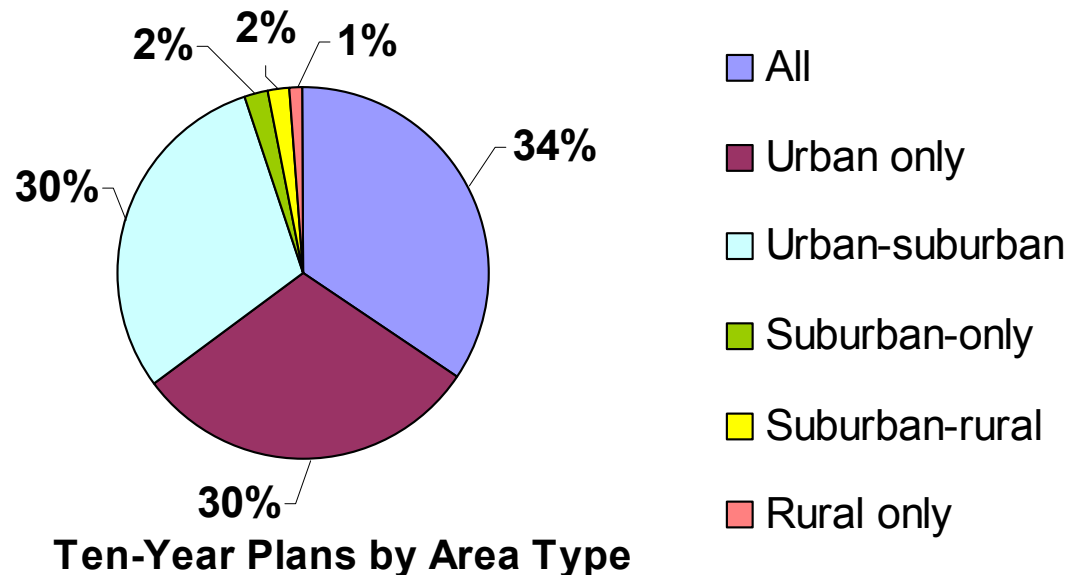
Context and History

The DuPage Plan: In the Context of Plans to End Homelessness Across the Nation

NATIONAL GROUPS PRIORITIZED THESE GOALS FOR PTEH

1. Plan for Outcomes
2. Close the Front Door
3. Open the Back Door
4. Build the Infrastructure

Of the over 300
10-Year plans
nationwide, **very
few are in
suburban areas**



The DuPage Plan: DuPage County is a Pioneer

- **Plan created 5 years ago**
- **Has 9 Components**
- **Broad Goals Include:**
 - Needs Assessment
 - Homeless Prevention & Advocacy
 - Housing First
 - Build the Infrastructure

The DuPage Plan: Provider's Are Embracing It

- Stakeholders resoundingly agree that the DuPage Plan has **strengthened collaboration** and the CoC
- 50.3% of CoC survey respondents reported that the priorities of the Plan are **reflected in their organization's strategic plan**.
- 38.4% said that the Plan is **very or extremely influential** in guiding their work.

Broader Environmental Trends in DuPage County

Poverty
Homelessness
Jobs and Income
Housing Costs
Housing Challenges

Broader Environmental Trends in DuPage County: *Poverty*

- 1 in every 20 people in DuPage lives in poverty
- DuPage has experienced the greatest increase in poverty rates of any county in the region
- Poverty growth has outpaced population growth since 1980:
 - Population has increased 42%
 - Poverty population has increased 125%

Broader Environmental Trends in DuPage County: *Homelessness*

- At latest street count, there were 766 people in DuPage who were homeless
- 15% met HUD's definition of chronically homeless
- This does not include people living doubled up for economic reasons

Broader Environmental Trends in DuPage County: *Jobs & Income*

- **Job market changes and slowing growth are a new reality**
 - 1/3 of all jobs in Northeastern Illinois are low-wage service jobs
 - A 4.6% job growth rate in DuPage lags far behind neighboring county growth (Kane at 30%; Kendall at 68%)
- **People in DuPage feel their bottom line pinched**
 - In real dollars, median earnings dropped over \$4,000 in DuPage between 2000-2006
 - Nearly 1 in every 5 households in the county has an annual income below \$35,000

Broader Environmental Trends in DuPage County: *Housing Costs*

- **This leads to families having much more difficulty meeting their basic needs**
 - 42.3% of renter households in DuPage are paying over 30% of their income for rent, up from 33.2% in 2000
 - 18.6 percent are paying over half their income in rent
- **Existing supports struggle to meet demand**
 - Over 400 households are on the waiting list for Vouchers
 - 99.6% of contracted Section 8 units are due to expire before 2010; DuPage County may see a loss of subsidized units as landlords explore more profitable options

Broader Environmental Trends in DuPage County: *Housing Challenges*

80.6% of CoC survey respondents find it “difficult” or “very difficult” to place their clients in adequate affordable housing.

Reasons Include:

- Too little low-demand housing for clients with MI/SA: 60%
- Too little transitional housing: 51%
- Too little supportive housing for singles: 51%
- Too little supportive housing for families: 53%
- Too little permanent affordable housing: 67%



Components of the DuPage County Plan to End Homelessness

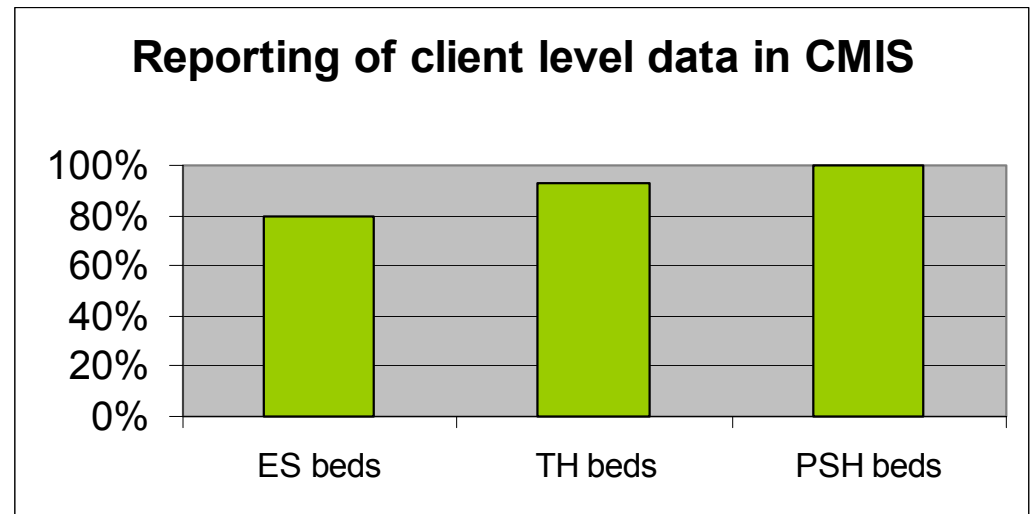
Progress to Date
&
Looking Forward

Component 1: Needs Assessment Data

Plan for Outcomes

Progress to date

- CMIS
- 18 agencies
- Custom reporting
- CMIS Users Group
- 100% of beds entering data
- Survey responses



Component 1: Needs Assessment Data *Plan for Outcomes*

CMIS system
support

Quality Control

Vendor Issues

System
Expansions

Looking forward:

- Utilize custom reports
- Explore: export function and alerts for missing data
- Create: checklist for data entry, Countywide User's Manual, Best Practices Manual
- Problem/resolution component to CMIS Users Group meetings
- Monitor and support end-user data entry, user trainings
- Continue Street Count
- Measure unmet needs

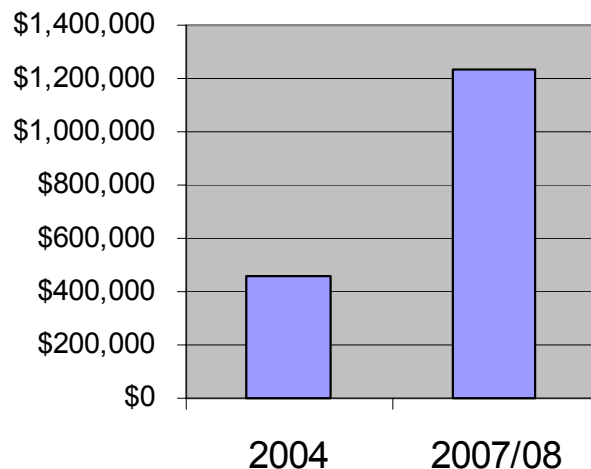
Component 2: Emergency Prevention

Close the Front Door

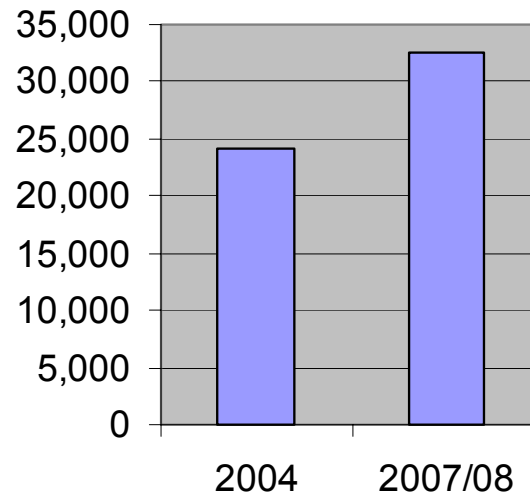
Progress to date

- Increases in funding & numbers
- “The Helper”
- Geographic gaps analysis
- “Making the Connection” publication
- Homeless prevention standards & best practices guidelines
- Prevention page on CoC website
- New initiatives

Homeless Prevention Funding



People Receiving Prevention Assistance



Component 2: Emergency Prevention

Close the Front Door

Policy &
Advocacy

Funding

Systems

Outreach,
Awareness, &
Marketing

Looking forward

- Policy & advocacy work with DHAC
- Outreach & education
- Annually update best practices manual
- Explore flexible funding
- Funders Fair
- Staff/client ratio to work toward
- Early warning system
- Advertise services & use local media
- Link with churches

Component 3: Systems Prevention

Close the Front Door

Progress to date

- Discharge Planning Committee
- Developed formal discharge protocols
- Resource directory provided to inmates
- “The Helper”
- “Making the Connection” trainings & manual

Component 3: Systems Prevention

Close the Front Door

Mental Health &
Substance Use

Workforce
Development

Mainstream
Benefits

Discharge
Policies

Looking forward

- System navigators
- Mental health resource guide
- Explore homeless employment models and expand training opportunities
- Work with townships regarding general assistance
- Continuing education to hospital staff
- Track outcomes following trainings to document progress
- Mental Health Leadership Council “Air Traffic Control system”

Component 4: Outreach to the Unsheltered Homeless

Progress to date

- Working group reviewed street outreach models & suburban challenges
- Open Door Days
- Homeless Count

Component 4: Outreach to the Unsheltered Homeless

Mental Health
Needs

Low-Demand
Housing

Street Outreach

Membership

Looking forward

- System navigators
- Explore how to translate Safe Haven model into effective suburban model
- ACT teams, if funding can be secured
- Build on Street Count to link with services
- Open Door Days
- Outreach to new partners
- Build community support

Component 5: Shorten Homelessness

Open the Back Door

Progress to date

- Openings at shelters and TH tracked
- Open Door Days
- Referrals among agencies when vacancies existed
- Researched standards and models for interim housing
- Provide case management to shelter clients
- Howlett Initiative/Housing Choice vouchers

Component 5: Shorten Homelessness

Open the Back Door

Mental Health
and Substance
Use

Housing

Systems

Transportation

Looking forward

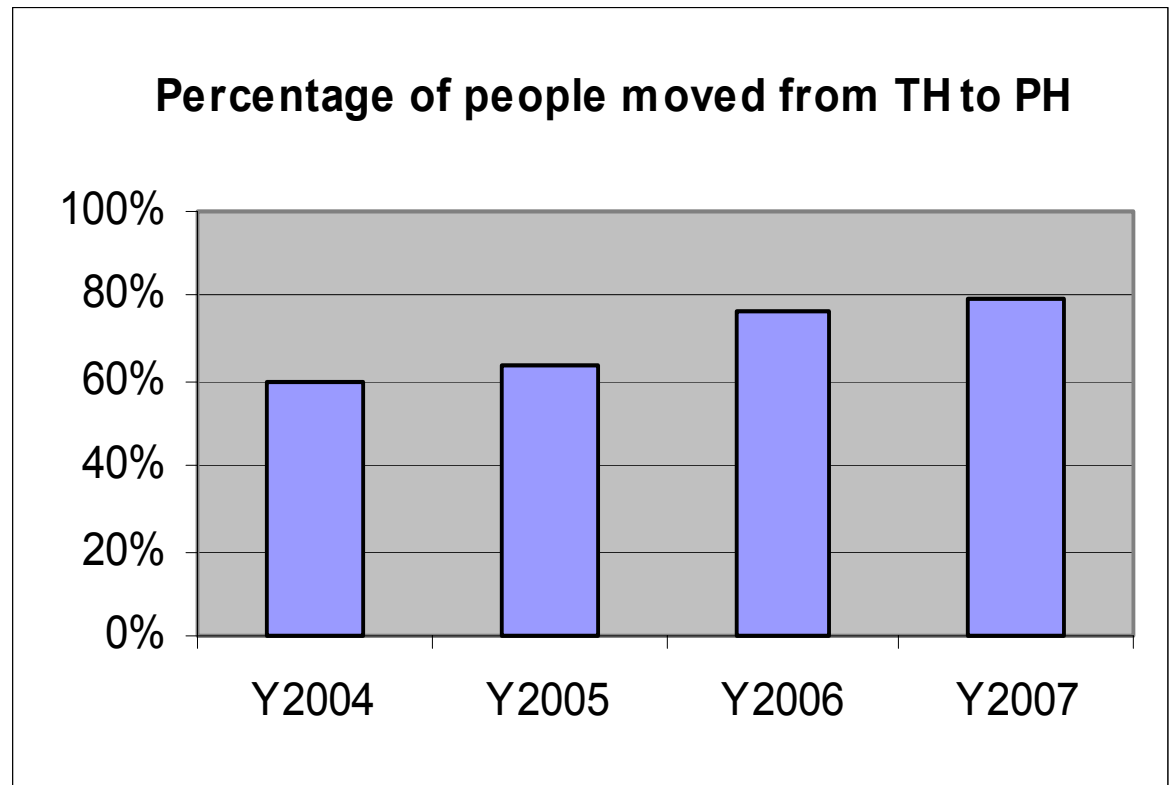
- Link with mental health and substance abuse services
- Explore alternative forms of housing
- Funding for rental assistance
- Use CMIS to track length of stay and services accessed
- Work with DCFS – more transitional services for youth
- Collaborate with landlords and low-wage employers on housing and transportation options

Component 6: Timely Re-Housing

Open the Back Door

Progress to date

- 2 new community housing development organizations
- Track % of clients who move from TH to PH
- 125 Housing Choice Vouchers through Howlett Initiative



Component 6: Timely Re-Housing

Open the Back Door

Mental Health
and Substance
Use

Housing

Looking forward

- Funding for supportive services
- Invite new partners to CoC
- Work with townships (occupancy codes)
- Funding for rental assistance
- Explore alternative forms of housing (family, co-op, 55+)

Component 7: Support Services

Build the Infrastructure

Progress to date

- 3 FQHCs
- County Board awarded \$300,000 to expand mental health services
- Mental Health Access Plan implemented in 2006 – new psychiatric staff hired
- Collaboration with Access Community Health Network

Component 7: Support Services

Build the Infrastructure

Increase
Available
Funding

Outreach and
Marketing

Support
Services

Housing

Looking forward

- Expand/develop capacity of MH/SA treatment services to meet growing need
- Education to providers on funding sources
- Raise awareness on who is homeless in DuPage - local media, ad campaign, Funders Collaborative
- Survey CoC agencies on mental health needs over time to identify unmet needs,

Component 8: Increasing Income

Progress to date

- Task force examined barriers to employment and enrollment in benefits
- “Making the Connection” trainings & manual
 - 80.8% of CoC survey respondents felt that employees at their organization are knowledgeable about eligibility requirements for mainstream benefits
- “The Helper” community resource directory
- Liaisons at mainstream program offices
- Clients leaving programs with employment income

Component 8: Increasing Income

Workforce
Development

Mainstream
Benefits

Looking forward

- Expand homeless employment program opportunities
- Explore homeless employment models
- Increase capacity to screen for benefits
- Township general assistance

Component 9: Creating Permanent Housing

Build the Infrastructure

Progress to date

- MOU with DHAC
- Exceeded goal of 20 new PSH beds by 2008
- Total of 319 PSH beds in DuPage (3/08)
- CoC has received new PSH funding every year incentive projects were offered (since 1999)
- 2 new CHDOs
- 29 vouchers in 1st round of funding from Statewide Rental Housing Support Program; 2 more rounds
- Howlett Initiative (DHA): 125 vouchers released

Component 9: Creating Permanent Housing

Build the Infrastructure

Housing

Outreach &
Marketing

Advocacy

Looking forward

- New numeric goal for new units
- Connect providers with funders
- Measure percentage of total need met by current PH
- Bring housing developers to CoC
- Continue CoC and DHAC collaboration
- DHAC will conduct advocacy training for CoC & provide legislative updates

Global Recommendations: Building Investment

Evaluation

- Streamline components & assignment of responsibility

Marketing

- Clarify where housing fits
- Increase membership & collaboration with outside agencies and plans

Building new stakeholders

- Emphasize mental health & substance use
- Leadership succession planning
- Value of full CoC meetings

Sharing Success

- Public awareness, outreach, & marketing

Future Evaluation & Reporting

Clear &
measurable goals

Numeric
indicators &
timelines

Identified funding
sources

Assignment of
responsibility

NAEH

- Treat plan as a living and dynamic document
- Annual progress evaluation
- Annual plan updates
 - Planning/logic models
- Annual reporting - engage full membership, community, media, new stakeholders
 - Annual report card

For More Information

Contact:

Amy Rynell

773-336-6074

arynell@heartlandalliance.org

And visit our website:

<http://www.heartlandalliance.org/maip>