



Making
homelessness as
brief as possible

Goal for our time together:

Level-set – what makes up our system and what are our strategies?

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What changes and outcomes resulted from recent system investments?

A light brown downward-pointing arrow indicating a flow from the second box to the third.

Hear from you!

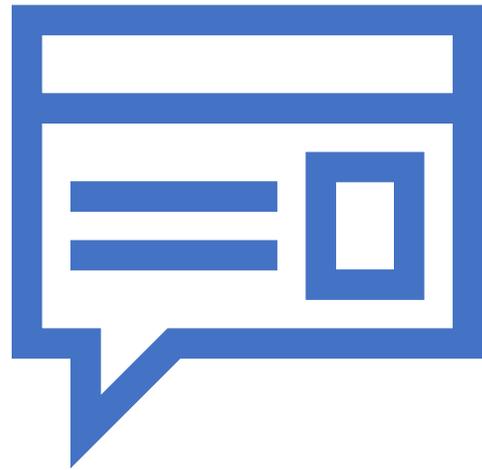
So much new: funding, staff, programs

Lots of new staff throughout the system!

- Goal is to better inform and create quick connections to the larger system and resources.

American Rescue Plan Act funding was transformative to our system

- County was spending \$10 million on homeless response system, now closer to \$40 million



People with Lived Experience of Homelessness

It is **critical to our work** to truly integrate the voice of people with lived experience of homelessness into day-to-day systems work.

- Interview panels – advise on recruitment
- Funding decisions – advise on Request for Proposals (RFPs)
- Policy decisions – review and advise on policies or procedures



Strategies making homelessness brief

1. Help people access community-based resources as an alternative to shelter
2. Lower barriers to emergency shelter
3. Provide person-centered support focused on urgently moving people into housing
4. Maximize efficient and effective use of homeless-designated resources
5. Maximize use of mainstream housing resources

What do we mean by system?

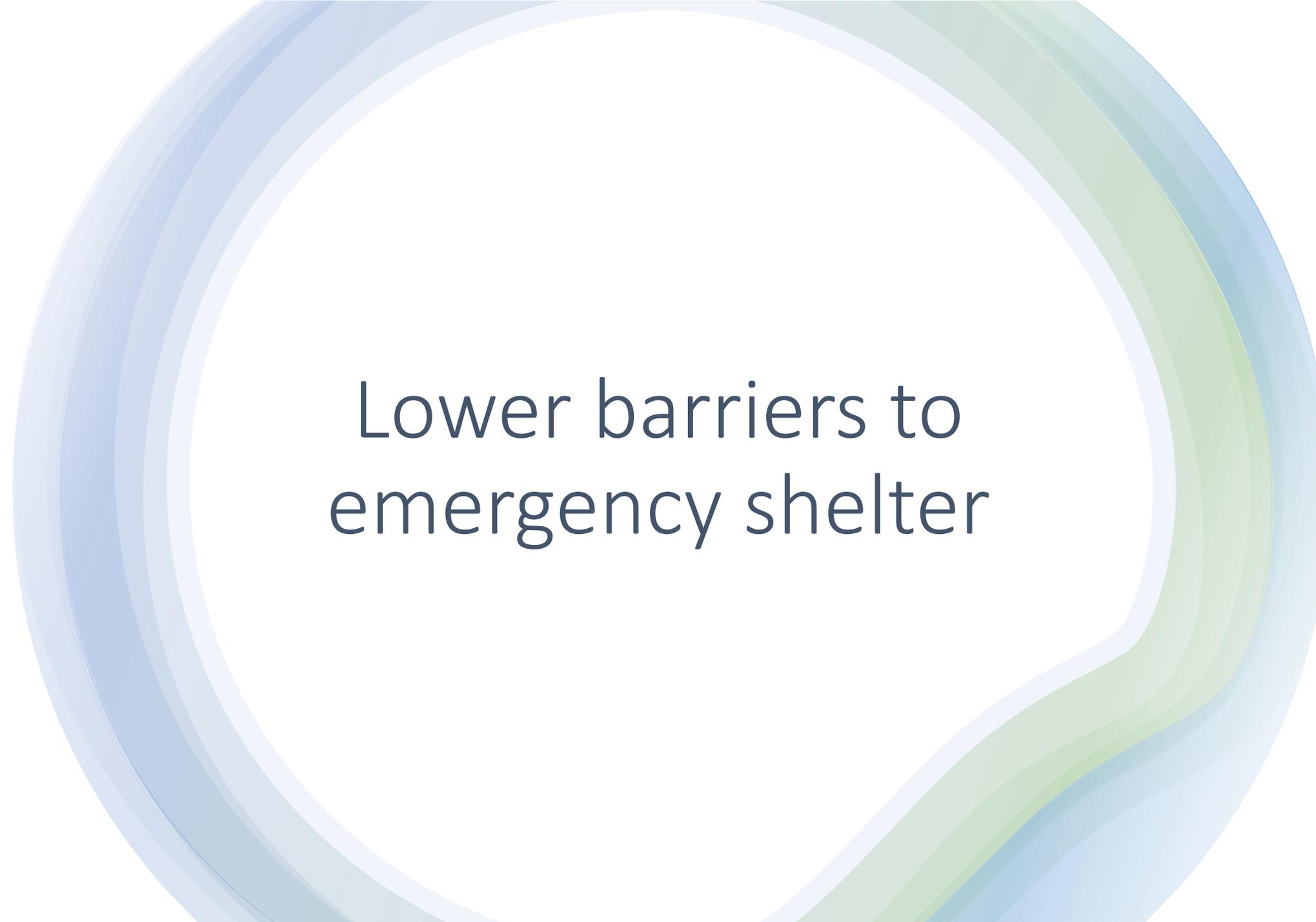




Help people access
community-based
resources as an
alternative to shelter

Hennepin Shelter Hotline – System-wide shelter diversion

- Launched Monday, January 2nd, 2023
- People 18+ with and without dependents (i.e., singles, youth, and families) call **612-204-8200** if they are seeking shelter
- Catholic Charities is the contracted provider, partnering closely with the Adult Shelter Connect and Hennepin County Family Shelter Team



Lower barriers to
emergency shelter

Recent system investment in emergency shelter

Improved shelter environments

- Women's Only Shelter
- Hope Street
- Renovations to shelter spaces

Reduced financial burden for shelter users

- Eliminated self-pay at Harbor Light Center
- Eliminated shelter costs in all family shelters

Increased shelter capacity

- Avivo Village
- AICDC Homeward Bound
- Family shelter overflow
- Additional shelter space during winter

Shelter can be accessed all day for:

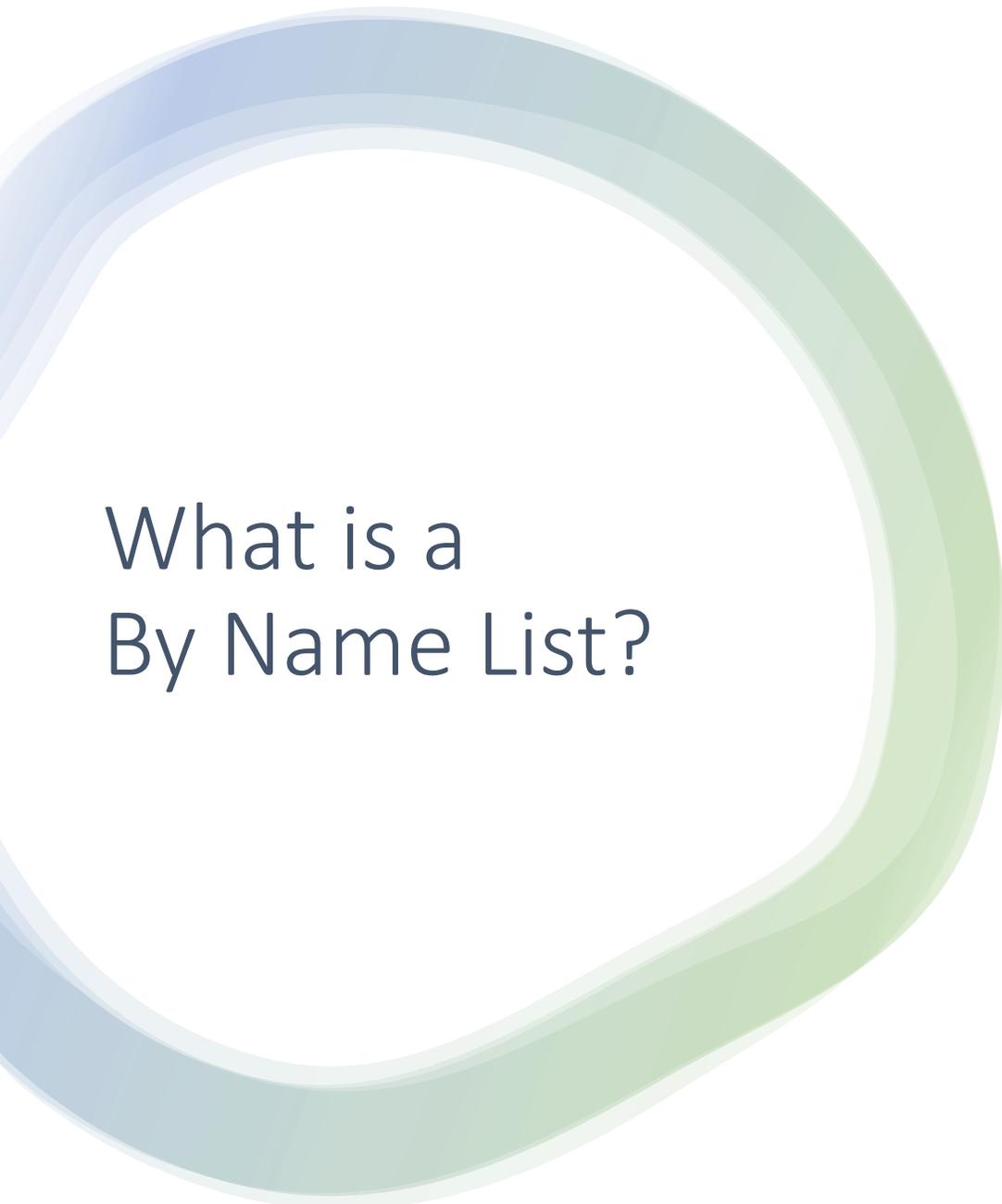
- 75% single adult shelters

Family Shelter

Currently at 370% normal capacity

Family Shelter Team moving to the Wellbeing area within Hennepin County

Launching family housing focused case management team



What is a By Name List?

A report with information on each household using the homeless response system

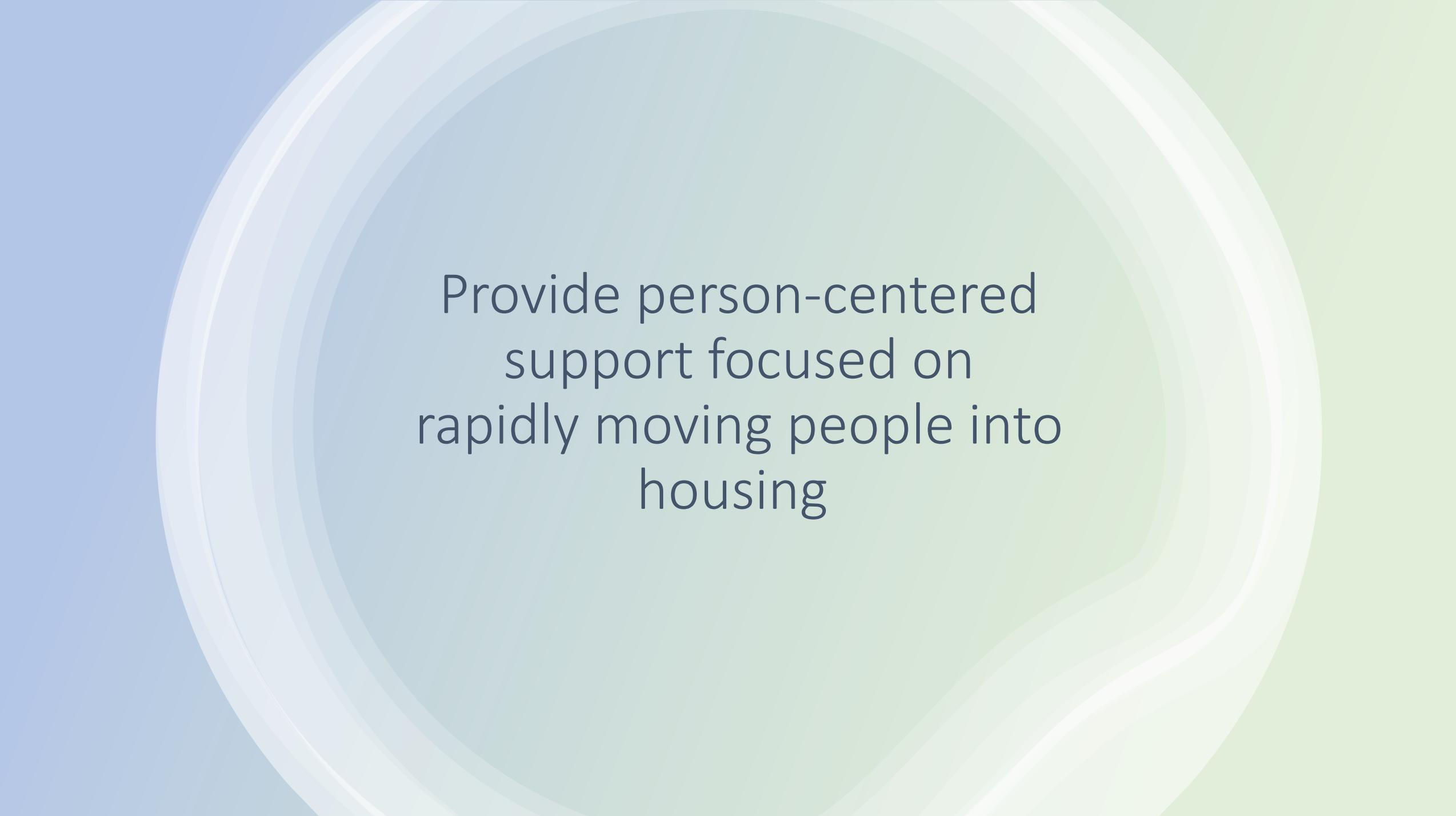
- Providers they're currently connected to
- Demographics
- Housing preferences
- Status of CES assessment and housing referrals

Relies on data entered in Homeless Management Information System (HMIS)

Supports accurate and equitable resource matching

Interested in running it?

- [292 Hennepin Singles By-Name List Report](#)
- [302 Hennepin Families By-Name List Report](#)



Provide person-centered
support focused on
rapidly moving people into
housing

Recent investments in housing focused navigation and case management

The Homeless to Housing teams (50 team members)

- Veteran specialists (3)
- Stabilization Specialist - keeping people in housing (1)
- Youth team (4)
- Unsheltered specialists (2)
- Long-term team (10)
- Short-term team (10)
- Family team (12)

Employment enrichment pilot

Housing focused case managers employed by shelter (30+ staff)

Flex funding for community partners to break down housing barriers (new – rolling out pilot now)

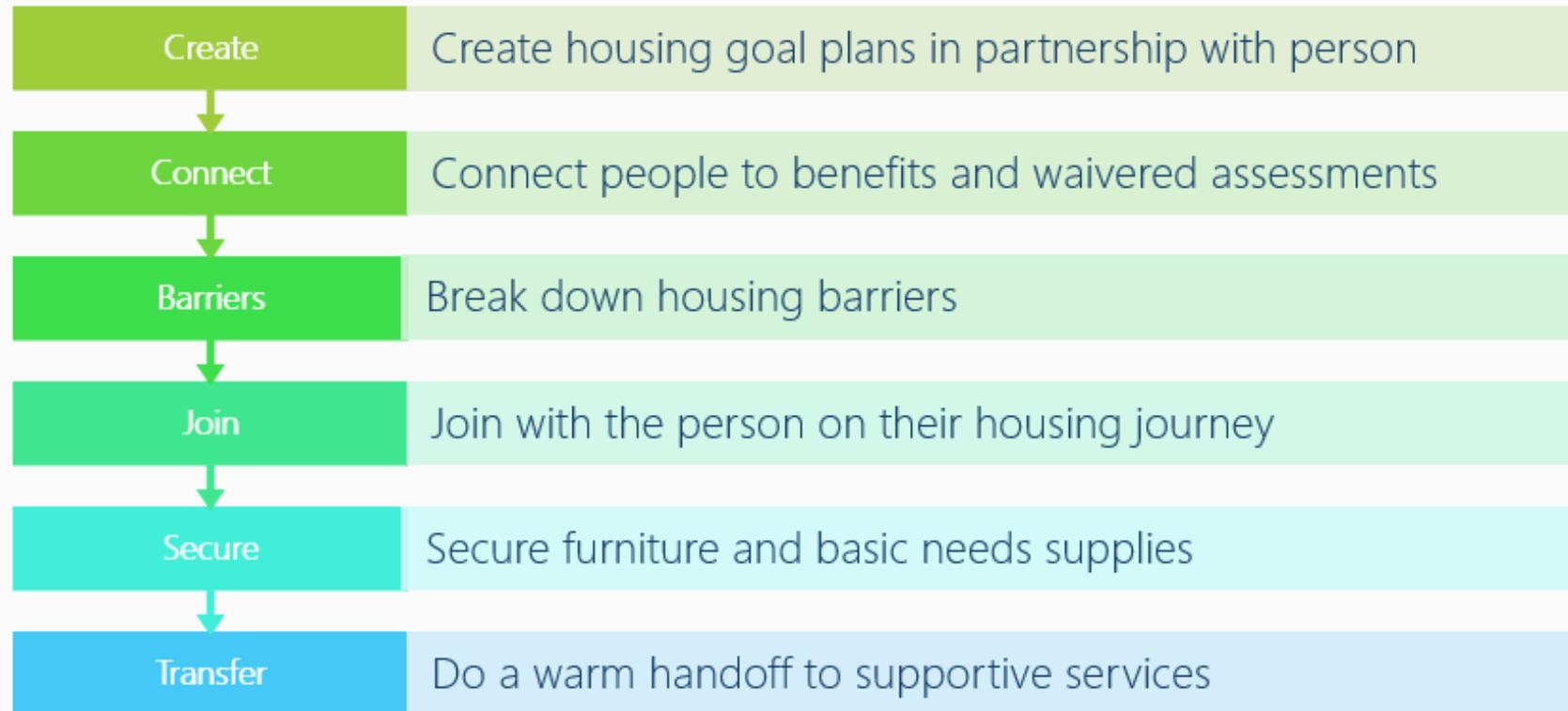
Outreach

- Streets to Housing Program
- Coordinated Entry Assessors

Drop-in centers

- Extended hours (8am – 8pm) at daytime drop-in spaces during winter

Role of the case managers





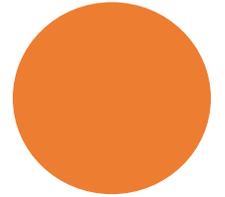
Responding to unsheltered homelessness in Hennepin County

- Beyond managing homelessness
- Good, real-time data in HMIS
- Increased collaboration and service coordination
- Increase of day shelters/drop ins for Winter 2023-2024



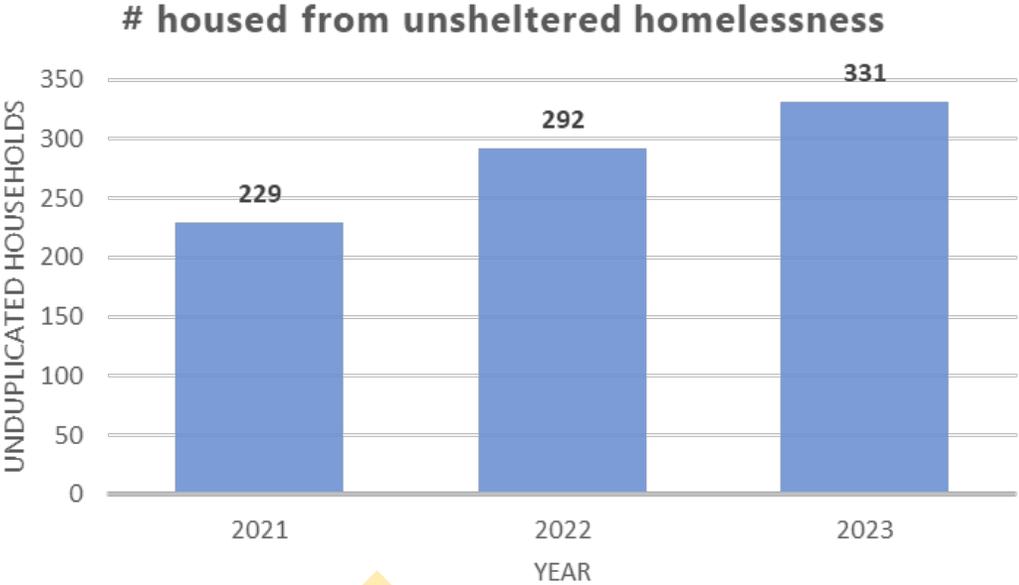
Best Practices in Action

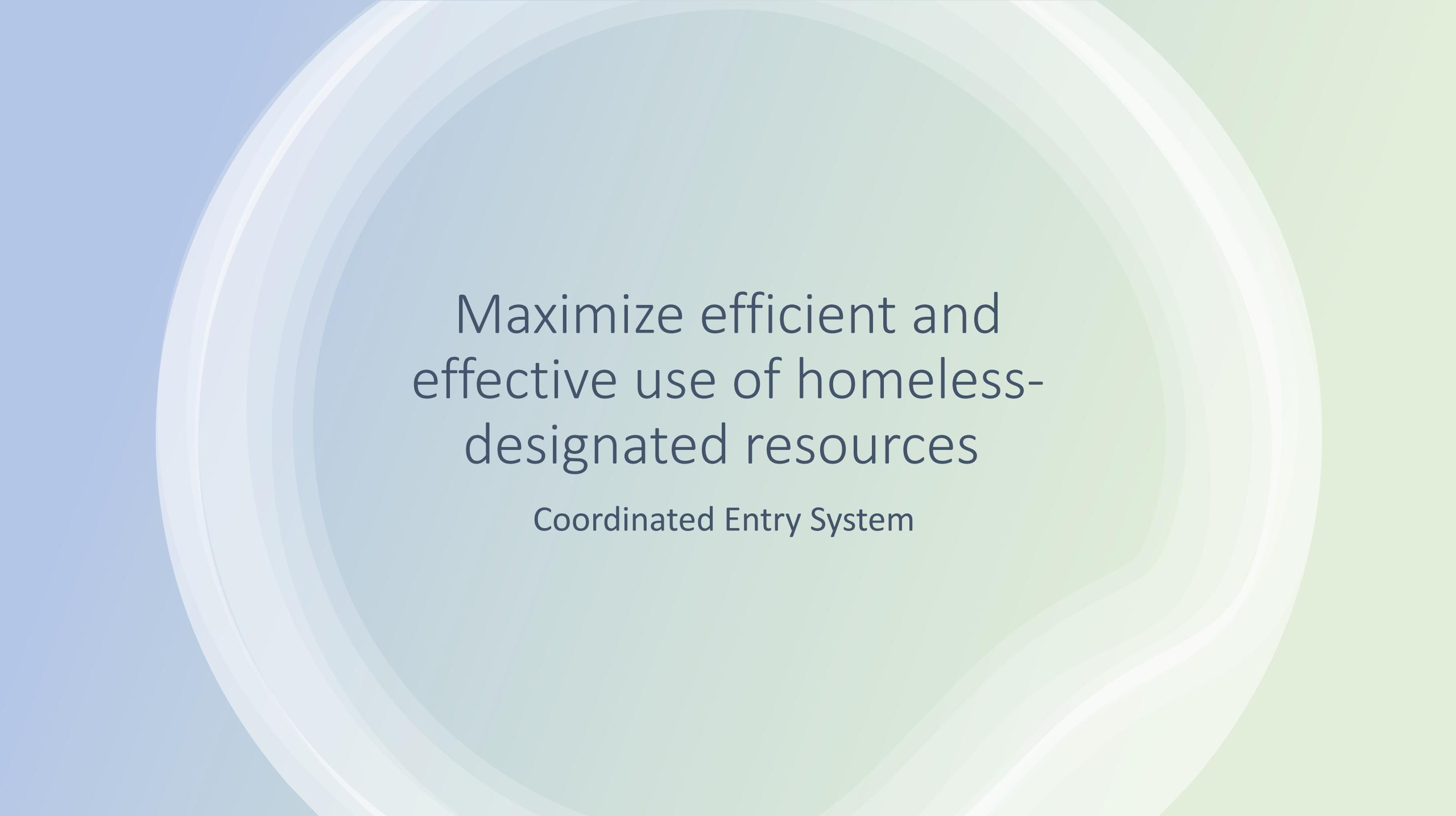
- Housing Focused
- Trauma Informed
- Assertively Engaging
- Engagements are site and street based, are intentional, transparent, and in authentic partnership with people with lived experience
- Using real time data



Goals Moving Forward:

- Even more data driven/evidence based
- Using mapping and GIS features to increase efficacy
- Housing focused street outreach





Maximize efficient and
effective use of homeless-
designated resources

Coordinated Entry System

Coordinated Entry

Kinder, Gentler,
More Responsive,
and Grounded in
Equity!



Additional
new funding for
the Coordinated
Entry System

Emergency Housing Vouchers (EHVs)

New Daily Operations Supervisor over
Coordinated Entry

New properties coming online financed
by Hennepin County's Housing and
Economic Development (HED) team.



Maximize use of
mainstream housing resources

Recent housing investments

Renovations of B&L and Single Room Occupancy housing

Creation of Single Room Occupancy buildings (new – beginning to lease up)

Affordable Housing Strategy

- HED finances the creation or preservation of around 1,000 units of rental housing each year that is affordable to households with incomes at or below 50% AMI, prioritizing units affordable to folks below 30% AMI

Ending chronic homelessness

- New Planner
- Flex funding for community providers to break down housing barriers

**Built
For
Zero.**

System priority and goal: Ending Chronic Homelessness by end of 2025

What is our process?

To use the By Name List and the Chronic Index to decrease inflow, increase outflow, and systematize efforts towards ending chronic homelessness

What are our results?

28% reduction in chronic homelessness since 2021

System outputs

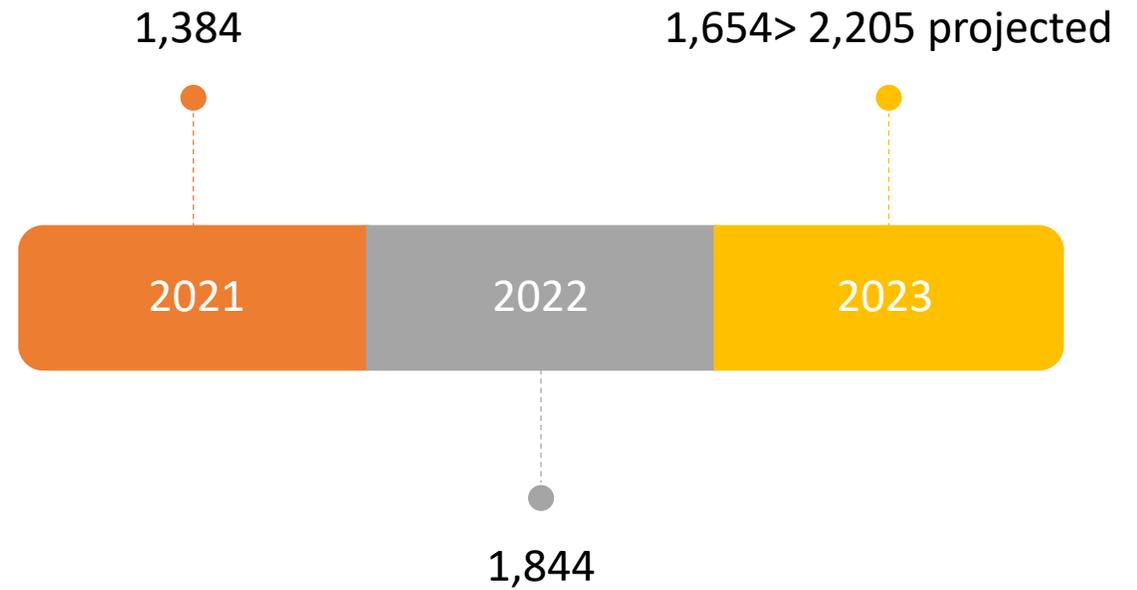
Drop-in Centers: over 3,000 unique individuals in last 12 months
Hennepin Shelter Hotline: Almost 720 households served in first 3 months with almost 200 diverted
Emergency shelters: 6,002 unique individuals stayed in shelter in 2022

Adult Shelter Connect: Made 36,693 reservations for shelter beds in 2022

Hennepin County Shelter Team: worked with 4,634 people in 1,042 households
Coordinated Entry: 2,408 referrals in the past year, 79% of which were to POC
Street outreach teams: worked with 1,402 unique individuals in 2022



System-wide housing outcomes





Hearing from you!



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Questions?