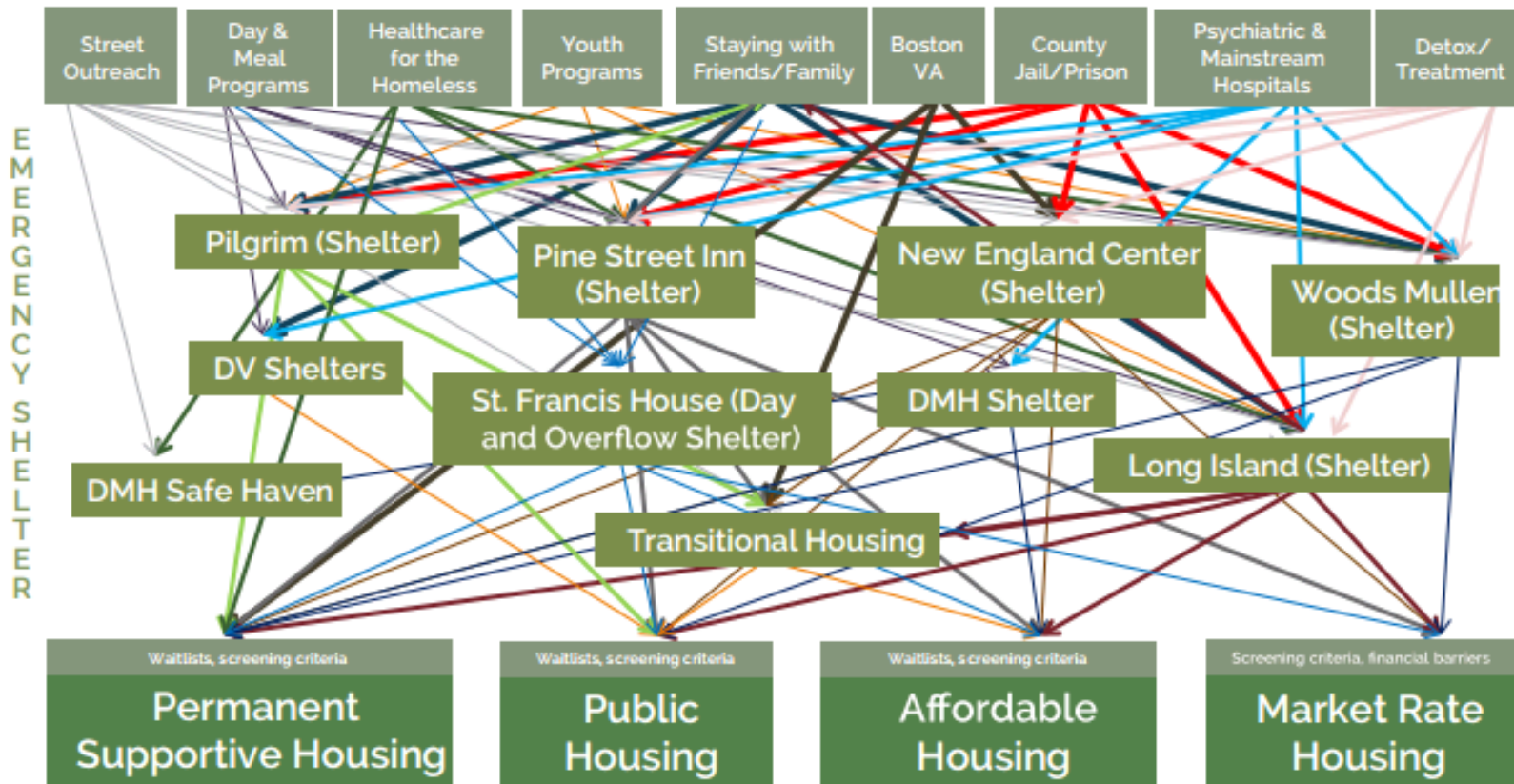


Mayor's Action Plan to End Veteran and Chronic Homelessness in Boston: 2015-2018

July 2016

Our System Needed Redesign



Source: Modified from CSH's "Coordinated Access -Houston: The Shift"

Creating a Unified Homeless Response System



Talented and committed providers using different methods and providing different services
(program-centered model)

An integrated network of providers that coordinate efforts to achieve **COLLECTIVE IMPACT**
(client-centered model)

Action Plan Goals

End Veteran homelessness by the end of 2015

- ✓ House all chronically homeless Veterans
- ✓ No Veteran is forced to sleep on our streets
- ✓ When a Veteran becomes homeless, it is rare and brief
- ✓ All homeless Veterans housed or on a pathway to stable housing

End chronic homelessness by 2018

612 chronically homeless individuals in January 2016

- 15 inactive (not seen in 90 days or longer)

- 100 housed since January 2016

= 497 chronically homeless individuals in Boston

Success: Veteran Homelessness

- Ended chronic homelessness among Veterans in Boston
- Reduced the overall number of homeless Veterans by 44% in just over 2 years
- Reduced length of time Veterans remain homeless
- Built a community response system
- Continue to house approximately one homeless Veteran per day
- No Veteran is forced to sleep on the street

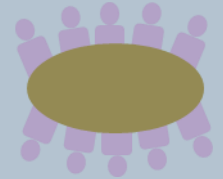


684 Veterans housed since July 2014

On a single night, 5 or fewer homeless Veterans sleep on the street in Boston – and they are offered shelter every night.

How we're doing it

- Working from “by-name” lists of every homeless Veteran and chronically homeless individual in Boston



- Housing “surge” events and “surge” mentality



- Set clear targets and used data to track progress



- Bureaucracies bring new resources and become more flexible

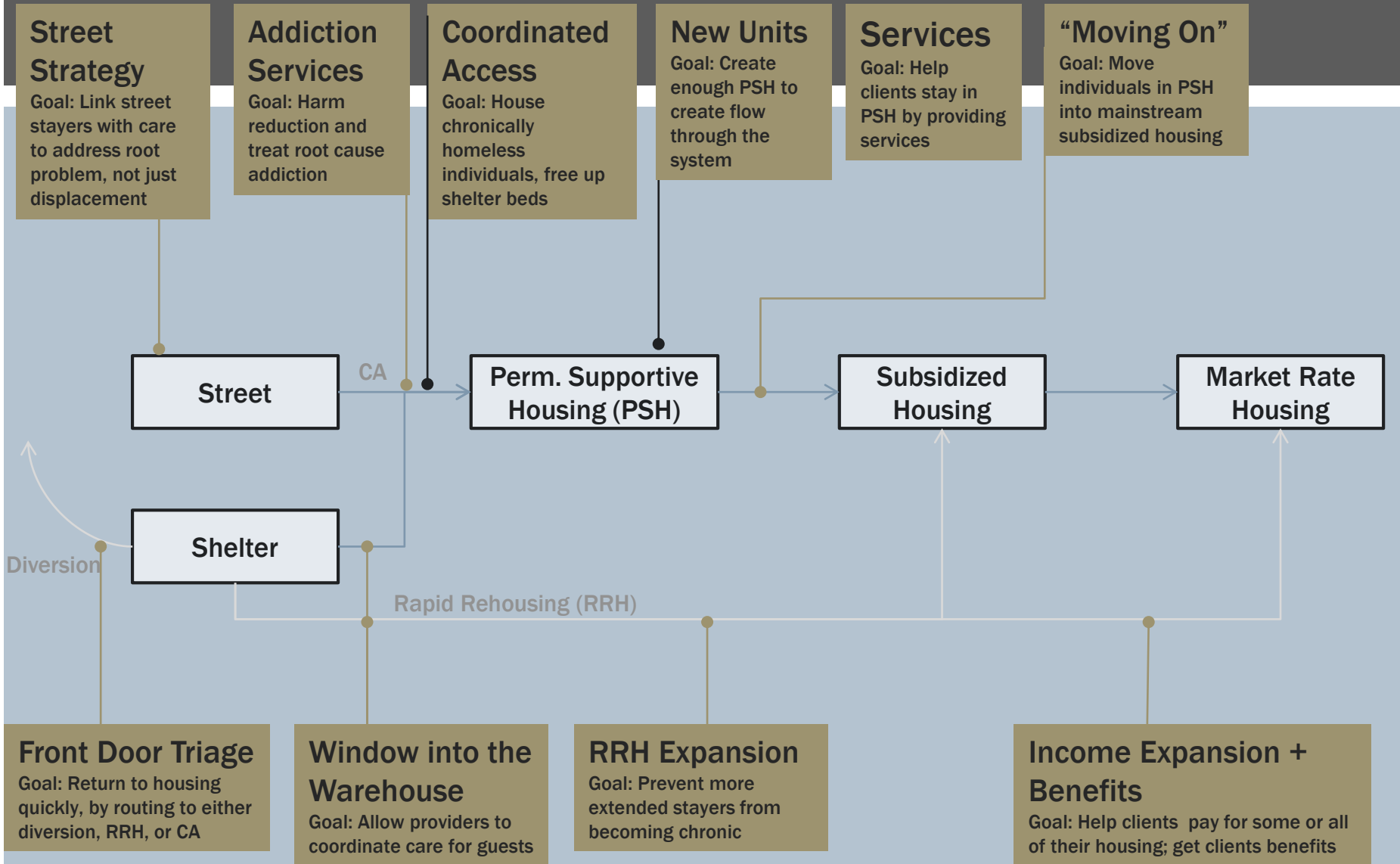
“Housing Surges”

- Five “housing surge” events hosted since November 2015
 - Over 35 housing vouchers issued on the spot
 - Health insurance upgrades
 - Criminal record mitigation
 - Same-day proof of income and identification
 - Connection to housing search assistance
 - Hot meal, gift cards, and transportation
- Next “housing surge” will focus on chronically homeless elders (50+)
 - Connect elders with nursing home diversion services, home care, and other home-based stabilization
 - Connect elders with BHA housing units

Remaining Challenges

- Length of time homeless in a high cost market
- Gap in services and PSH for non-VA eligible Veterans
- VASH utilization
- Boston is a regional hub

Interventions



Public and Nonprofit Partners

PUBLIC PARTNERS

City of Boston

- Department of Neighborhood Development
- Office of Veterans' Services
- Elderly Commission
- Boston Housing Authority
- Boston Public Health Commission

Commonwealth of Massachusetts

- Department of Veterans' Services
- Department of Housing and Community Development
- Department of Mental Health
- Department of Public Health
- Executive Office of Elder Affairs
- Department of Criminal Justice Information Services
- Department of Transportation
- MassHealth
- Interagency Council on Housing and Homelessness

Federal

- Department of Housing and Urban Development
- Department of Veterans Affairs
- Interagency Council on Homelessness

NONPROFIT PARTNERS

- Pine Street Inn
- New England Center and Homes for Veterans
- Massachusetts Housing and Shelter Alliance
- HomeStart, Inc.
- St. Francis House
- Hearth, Inc.
- Metropolitan Boston Housing Partnership
- Bay Cove Human Services
- Vinfen
- Volunteers of America Massachusetts
- Veterans, Inc.
- Boston Health Care for the Homeless
- Project Place
- Boston Rescue Mission
- Casa Esperanza
- Commonwealth Land Trust
- Children's Services of Roxbury
- Brighton Marine Health Center

What We Need

- Funds
 - Landlord incentives, brokers' fees, first/last/security
 - Landlord risk mitigation
 - Whatever-it-takes funds (rent/utility arrearages, lay-z-boy chairs, etc.)

- Friends:
 - Brokers who will donate their services
 - Landlords who will rent to homeless voucher holders
 - Fundraisers who will donate their time to the effort
 - Advocates who will participate in advocacy efforts (neighborhood projects, state funding, etc.)
 - Forums that will donate their space to community events
 - Furniture companies that will donate furniture for homeless individuals moving to housing
 - Moving companies that will donate moving trucks and movers
 - Restaurants that will donate food for “surges”
 - Handy-people to repair and ready units
 - Volunteers to coordinate events and provide support to formerly homeless neighbors after they are housed