



# Utah's Homeless Approach

Orange County Forum  
President/CEO

September 17-18, 2015

Lloyd S. Pendleton Orange County, California

Pendleton Enterprise

## Homeless Homed -- The Daily Show




# With Jon Stewart

<http://thedailyshow.cc.com/videos/Intv3q/the-homeless-homed>

## Daily Show Clip

- What is your take away from this clip?
- How was the resident (Russell) portrayed?
- How do you view/feel about homeless families and individuals?

- 
- How does your feelings about homeless citizens:
    - Affect what actions you take?
    - How those actions are undertaken?

## Utah Chronic Homeless Count



■ Number of Chronically Homeless Persons (2013 & 2014 Not Including Safe Haven, 2005 to 2014 Chronic Count is Annualized, the 2015 Chronic Count was not Annualized)  
—●— % Chronic of Total Homeless Persons



# Why the Success in Utah?

- **Champions** for homeless citizens
- **Collaboration** among homeless service providers, funders, political leaders in cities, counties, and state
- **Compassion** for providing viable housing opportunities and services for our homeless citizens




# Champions



# Characteristics of a Champion

- **Energy** – Begins and finishes projects
  - Stamina & staying power
  - Enthusiasm & optimism
  - Sense of humor
- **Bias to Act** – Solve problems not decry them
  - Focus on solutions

- 
- Sense of urgency
  - Opportunity driven



# Champions -- Continued

- **Results Oriented** – Outcome, not process matters most. Networking & capacity building are the means, not the end
  - Need for achievement
  - Clear & compelling vision for success
  - Chart & use milestones

# Champions -- Continued

- **Personal Responsibility** – Take responsibility for their own their behavior
- **Belief in Common Good** – Look beyond what is good for their families & friends
  - See & feel impacts on others
  - Builds on diversity
  - Activate shared values

# Champions -- Continued


- **Inclined to Teams** – Provide the juice, but know they need an engine
  - Form teams from different, not like-minded
  - Share credit as well as information
  - Seek creation, not agreement



# Collaboration

## State of Utah Vision

Everyone has access to safe, decent, affordable housing with the needed resources and



supports for self-sufficiency  
and well being.

“Men build too many  
walls and not enough  
bridges.”

Sir Isaac Newton

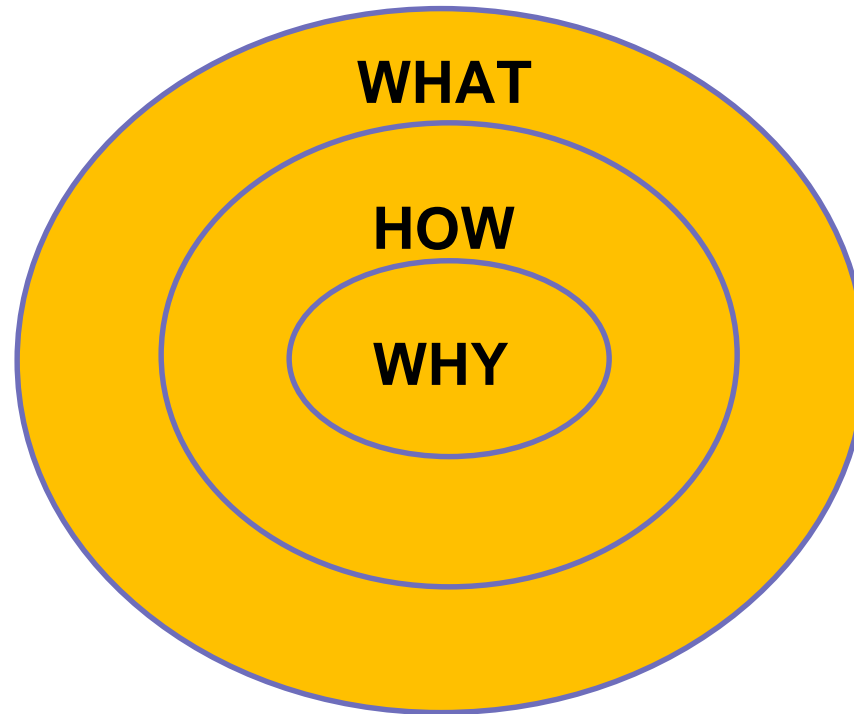
# Stakeholders

- **Who** needs to be at the table?
  - Champions,
  - Political leaders,
  - Funders,
  - Housing Authorities,
  - Business leaders,
  - Faith based leaders
  - Homeless service providers
  - others



# Compassion


The Golden Circle



## Questions to Consider

- **What** needs to be done?



- 
- **How** will it be done? ■ **Why** will it be done?

- King's Dream Speech


- **Vision** – Homeless Citizens achieve maximum integration into society

- Housing a major step

- Keeping housing key


## Who Are the Homeless?

- Citizens of our communities

- 
- People suffering and in need of hope
  - Bigger picture – brothers & sisters

## How We Serve


- Most desire to “help” others
- Helping, fixing, serving
  - Three different ways of seeing life. When you help, you see life as weak. When you fix, you



see life as broken. When you serve, you see life as whole. Fixing and helping may be the work of the ego and service the work of the SOUL. Rachel Remen, Kitchen Table Wisdom

- Mrs. Henry

I chose the road less  
traveled and now I



don't know where the  
hell I am.

**National Effort**



# National Effort on Chronic and Veteran Homelessness

- 10% homeless population chronic
- **Chronic Definition** -- Unaccompanied adult with a disabling condition homeless a year or more or four times in three years
- 10-14% homeless population veterans
- End veterans homelessness by 2015
- End chronic homelessness by 2015 (Initial date)

# Cost of Homelessness

- Chronic homeless individuals have emergency services costs such as:
  - Emergency rooms visits to hospitals
  - Transportation to hospitals
  - Jail time
- \$48,792 per person (JAMA 4/1/09)
- \$40,449 per person (Culhane NY, NY study)
- \$35,949 per person (San Diego Serial Inebriate study)



# Utah – Chronic Homelessness Housing Opportunities End of 2015

- One Salt Lake person's 2010 ER costs were **\$563,000**
- One over 3 years was **\$937,744**

# Continuum of Care

- HUD organization, local service providers
- Apply for HUD funding
- California has 39, Utah three
- Plan/coordinate homeless housing & services
- California receives \$307.6, Orange County \$19.5, & Utah \$8.0 million annually
  - California Per Capita     \$7.93
  - Orange County             \$6.27
  - Utah Per Capita           \$2.88






# California Overview

## 2014 Homeless Population

**(12.3%)**

<b>Category</b>	<b>California</b>	<b>Utah</b>	<b>National</b>
Homeless Population	113,952 <b>(19.7%)</b>	3,081	578,424
Unsheltered	71,437 <b>(62.7%)</b>	313 <b>(10.2%)</b>	177,373 <b>(30.7%)</b>
Chronic Homeless Individuals	28,200 <b>(35.5%)</b> <b>(84.3% Unshelt.)</b>	386 <b>(10.4% Unshelt.)</b>	84,291 <b>(63.0% Unshelt.)</b>
Veterans	12,096 (10.6%)	317 (10.3%)	49,933 (8.6%)
Persons in Families	23,187 (20.4%)	1,342 (43.6%)	216,261 (37.4%)
Annualized % of Pop. (Chronic X 2, Non Chronic X 5)	485,160 <b>(1.3%)</b>	14,454 <b>(0.5%)</b>	2.6 M <b>(0.8%)</b>

Population	38,800,000	2,901,000	316,100,000
<b>Category</b>	<b>Orange Co.</b>	<b>Utah</b>	<b>National</b>
Homeless Population	3,833 <b>(0.7%)</b>	3,081	578,424
Unsheltered	<b>1,678 (43.8%)</b>	<b>313 (10.2%)</b>	<b>177,373 (30.7%)</b>
Chronic Homeless Individuals	798 <b>(0.9%)</b> (83.7% Unshelt.)	386 <b>(10.4% Unshelt.)</b>	84,291 <b>(63.0% Unshelt.)</b>
Veterans	398 (10.3%)	317 (10.3%)	49,933 (8.6%)
Persons in Families	1,272 (33.2%)	1,342 (43.6%)	216,261 (37.4%)



Annualized % of Pop. (Chronic X 2, Non- Chronic X 5)	16,771 <b>(0.5%)</b>	14,454 <b>(0.5%)</b>	2.6 M <b>(0.8%)</b>
Population	3,114,000	2,901,000	316,100,000

# 2014 Homeless Population



# Utah's Approach



# State of Utah Vision

Everyone has access to safe, decent, affordable housing with the needed resources and supports for self-sufficiency and well being.

**When your vision is crystal  
clear, taking action  
happens naturally.**

**Thomas F. Crum, “The Magic of Conflict”**

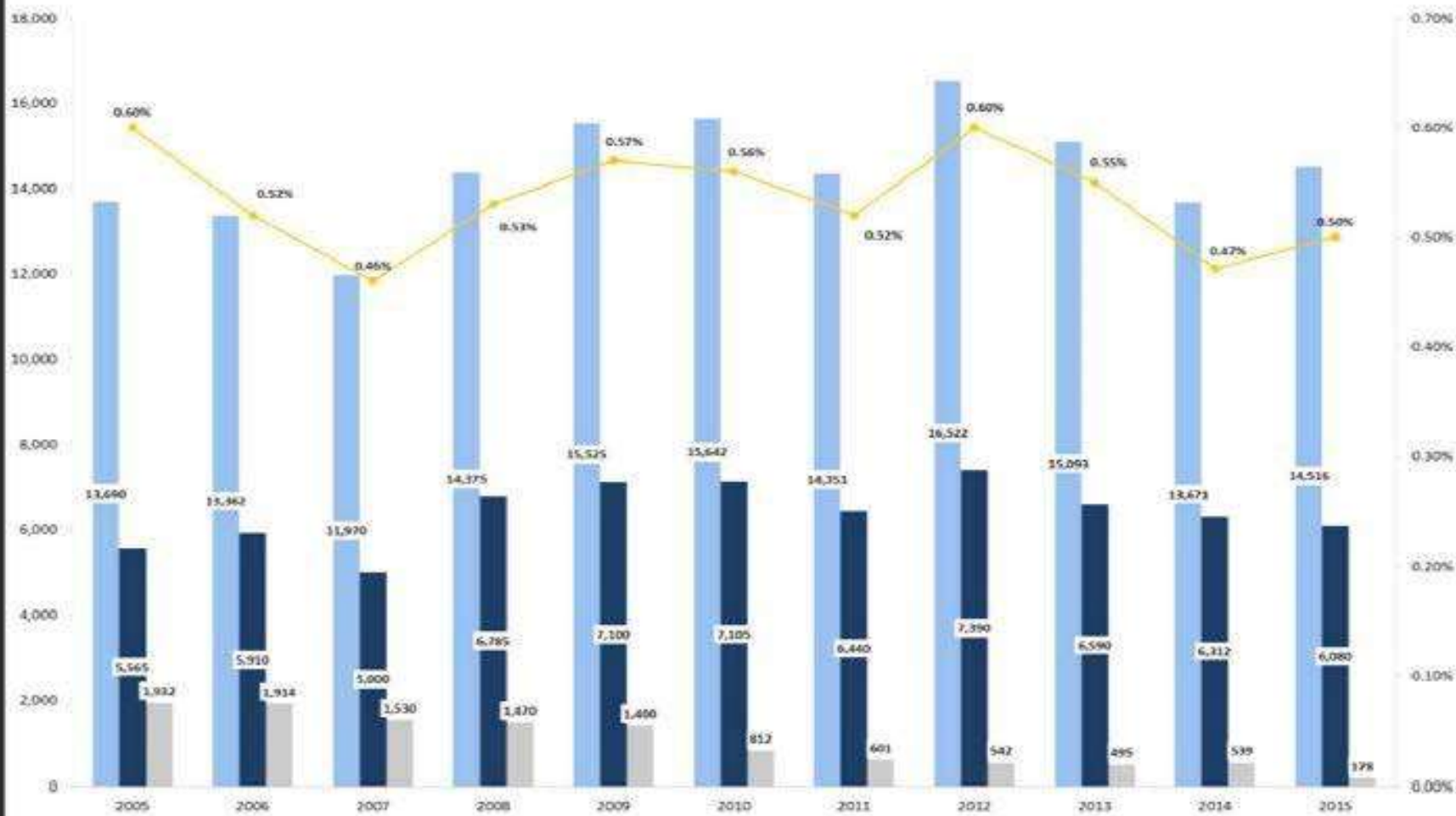
## Utah Chronic Homeless Count



■ Number of Chronically Homeless Persons (2013 & 2014 Not Including Safe Haven, 2005 to 2014 Chronic Count is Annualized, the 2015 Chronic Count was not Annualized)  
—●— % Chronic of Total Homeless Persons



## Utah Homeless Point-In-Time Count: 2005-2015



- Annualized Total Count
- Annualized Number of Persons in Families
- Number of Chronically Homeless Persons (2013 & 2014 Not including Safe Haven, 2005 to 2014 Chronic Count is Annualized, the 2015 Chronic Count was not Annualized)
- Total Homeless Persons as % of Total Population

Source: 2015 Annualized Utah Homeless Point-in-Time Count and 2015 Point-in-Time Count

# Chronically Homeless Persons

- Each chronically homeless person placed in housing freed up a shelter bed for 10.7 homeless persons at Utah's largest shelter
- As a result, 200 plus shelter beds have been converted to family beds
- 1,970 persons per year in those beds

# Utah's Homeless Population

<u>Categories</u>	<u>2005 Count</u>	<u>2015 Count</u>
Sheltered	11,275	13 ,556
Unsheltered	<u>2,415</u>	<u>1,091</u>
Total	13,690	14,646
% state pop.	0.55%	0.50%

Chronic	1,932	178 (91%)
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## ■ Homeless Coordinating Committee

Spencer Cox



**MISSION**

**End Chronic Homelessness and  
Reduce overall Homelessness by 2014**

**Jon Pierpont**  
Dept. of Workforce  
Services

Lt. Governor  
Chair

**Gordon Walker**  
Housing and Community  
Development Division

**Bill Crim**  
Businesses/United Way

**Al Hernandez**  
Veterans' Admin.

**Gina Ramer**

Social Security  
Denver Office

Financial  
Institutions

**Terry  
Feveryer**  
S.L. Housing  
Authority

**Jonathan Hanks**  
Utah Housing  
Corporation

**Jane Lewis**  
Balance of State  
Continuum of Care

**Pamela**

Philanthropic Orgs.

**Mike Gallegos**  
Local Governments

**Lana Stohl**  
Dept. of Human  
Services (DHS)

Education

Formerly Homeless

**Craig Burr**  
Dept. of Corrections

**Dr. David Patton**  
Department of Health



**Atkinson** At  
Large

**Max Lang**  
Office of

**Ron Humphries**

Faith Based Orgs.

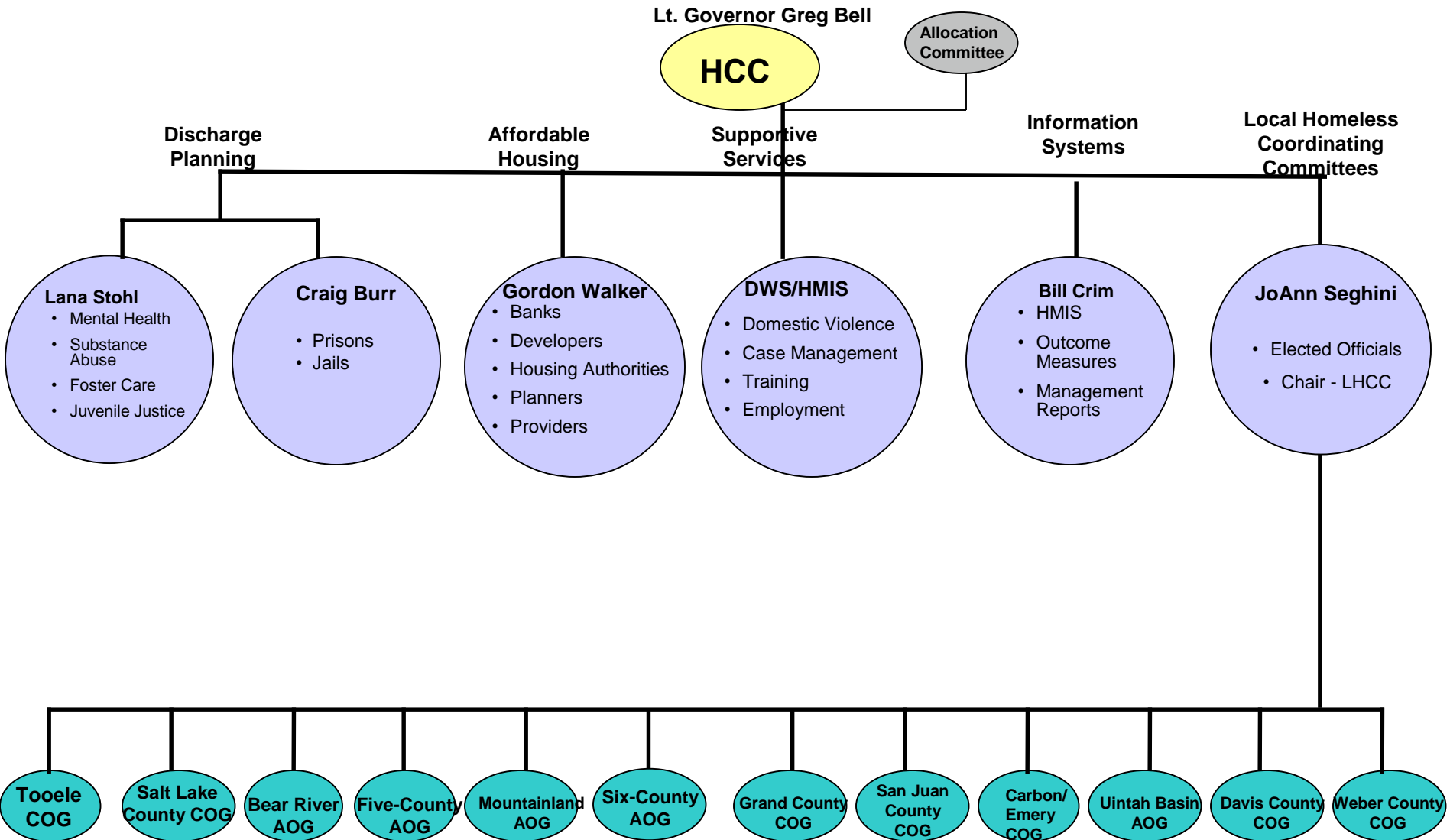
**Tara Rollins**

SLC Cont. of Care


**Bill Hulterstrom**

Mountainland Cont. of Care

February 2012



# ■ Homeless Coordinating Committee Organization



COG – Council of Governments

AOG – Association of Governments

October 2013





# **AOG/COG Homeless Coordinating Committee (Model)**





# **Local Homeless Implementation Plan**



- State Committees**
- Homeless Coordinating Committee
    - Discharge Planning
    - Affordable Housing
    - Supportive Services
    - Information Systems

- Funding**
- State (PAHTF, CNH, ESG, OWLF, CIB)
  - Private
  - Federal
    - Block Grants (CSBG, CDBG, SAPTBG, MHBG)
    - Entitlements (SSI, SSDI, DBA Vets)
    - Mainstream Programs (Food stamps, SCHIP, TANF, Section 8, Home, DVA, Public/Indian Housing)
    - Homeless Targeted Programs (Cont. of Care, Health Care, PATH, Employment, Surplus Property, etc.)

- HUD REQUIREMENTS**
- Consolidated Housing Plan
  - Continuum of Care Annual Strategies

**State 10-Year Plan**



**Local 10-Year Plan**

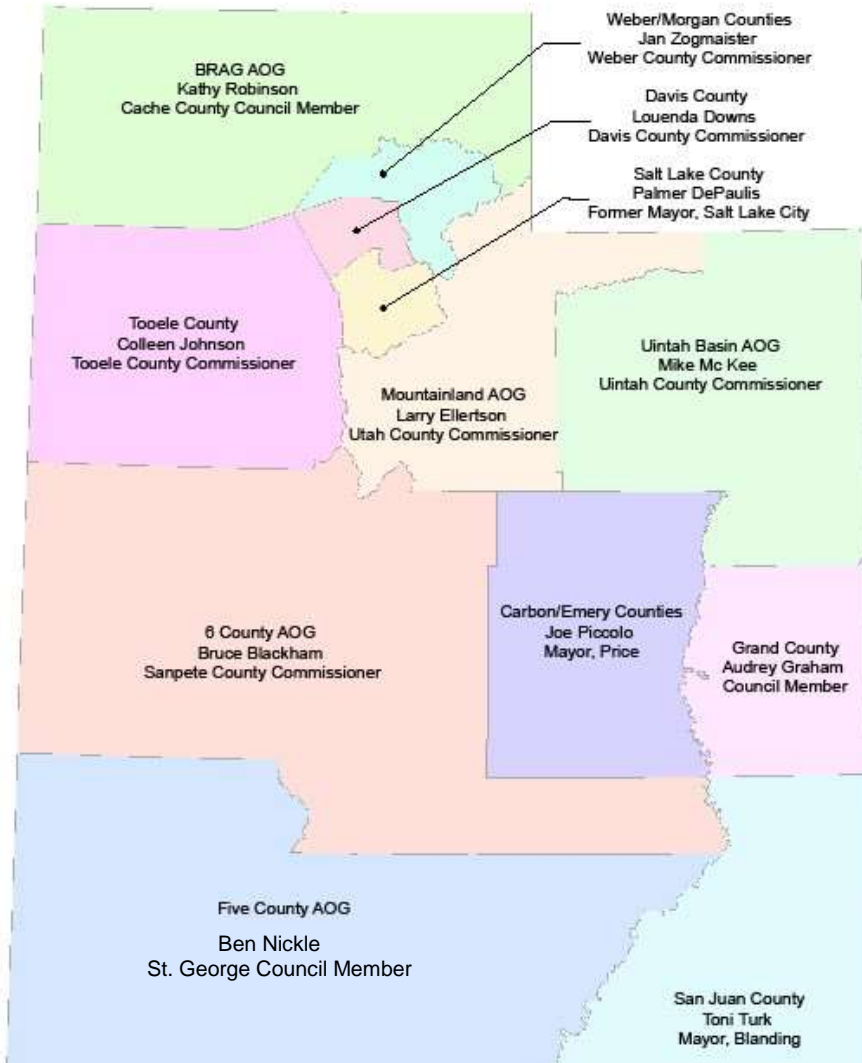
- Actions**
- Housing
  - Reduce D V
  - Prevention
  - Employment
  - Income Support
  - Discharge Planning
  - HMIS/Outcome Measures
  - Transportation
  - Supportive Service
  - Health Care
  - Other




\*Education (DOE), Homeless Vets – Transitional Housing (DVA), Treatment for the Homeless (SAMHSA), Runaway (AFC/DHHS)




## TEN-YEAR HOMELESS PLAN ORGANIZATION LOCAL HOMELESS COORDINATING COMMITTEES





How is  
homelessness  
ended?



**“No problem can be  
solved from the same  
consciousness that  
created it”**

Albert Einstein





# Housing First

## Housing First -- Permanent Supportive Housing – Chronic Homeless

- Two core convictions:
  - Once the chaos of homelessness is eliminated from a person's life, clinical and social stabilization occur faster and are more enduring
  - Housing is basic and not a reward for clinical success



# Housing First Principles – Cont.

- Embraces a harm reduction approach to addictions rather than mandating abstinence. The provider must also be prepared to support resident commitments to recovery
- Residents have leases and tenant protections under the law
- Can be implemented in either a project-based or scattered site model
- Residents pay 30% or \$50 which is greater



# Housing First Principles

- Move people into housing directly from streets and shelters without preconditions of treatment acceptance or compliance
- Provider is obligated to bring robust noncoercive support services to the housing
- Continued tenancy is **not** dependent on participation in services
- Units are targeted to the most vulnerable homeless members of the community



# Housing First – Utah Pilot

- We had heard about the Housing First concept developed in New York City
  - Would it work in Utah?
- 2005 pilot of the most difficult (17) to test it while a 100 unit facility was constructed
- We became believers, especially case managers

- Now operate with belief “all can be housed”

## Sunrise Metro (100 units) – April 2007

### Project Partners

- Utah Division of Housing and Community Development
- Salt Lake City
- Salt Lake County
- Crusade for the Homeless (Private Foundation)
- George S. and Dolores Dore Eccles Foundation
- Church of Jesus Christ of Latter Day Saints
- Utah Housing Corporation



- American Express

## Grace Mary Manor (84 units) – April 2008





# Freedom Landing

Homeless Veterans (110 Units) -- Jan. 2010



Kelly Benson 55 and Older Homeless - June 2010



(59 Units, 70 Beds)





**VALOR HOUSE**

in partnership with  
Housing Authority of Salt Lake City  
&  
Department of Veterans Affairs

# Bud Bailey Apartments – 134 Units



# Homeless Housing

■ PSH Single Site	751
■ Scattered Site	<u>150</u>
□ Total	901
■ Retention Rate	80%
■ On to other stable settings	10%
■ Eviction Rate	6%
■ Died	2%
■ Unknown	2%



# Summary

- Champions are key in accomplishing a desired outcome
- Collaboration of stakeholders very important
- Look long and deep at the **why** of what you undertake – Start with the **WHY**

**When your vision is crystal  
clear, taking action  
happens naturally.**

**Thomas F. Crum, “The Magic of Conflict”**