

Iain De Jong
OrgCode Consulting, Inc.
Presents...

Targeted Prevention

Prevention Program Myths

- Homelessness can be predicted.
- Rent and/or utility assistance solves the problem.
- An eviction notice means homelessness is imminent.
- An economic crisis means homelessness is imminent.
- Households at risk of homelessness know how to access prevention resources.

What HPRP Review Tells Us

- Households most frequently served were not the lowest income households.
- Providers frequently did not explore or exhaust other resources prior to making prevention assistance available.
- Frequently little attention to ongoing sustainability.

Characteristics of a Household Needing Prevention Assistance

- What do you think are the characteristics of a household in need of prevention assistance?

Lessons Learned From Alameda

- Prevention resources are most often uncoordinated and difficult to navigate.
- Demand outstrips availability of resources almost 10:1; however, those seeking resources do not always really need it.
- Tendency to make prevention assistance unavailable to those deemed “higher risk” without evidence that they won’t succeed
- Lacking evidence that one-time assistance programs actually prevent homelessness.

Lessons Learned from Toronto

- Central intake into the family system very successful at diversion into the system
- Rent banks have a large number of requests, but have strict eligibility criteria and are rarely paid back
- Community based housing help centers perform well as a resource for addressing housing needs further upstream

Lessons Learned From Thames

- Rental and/or utility assistance users were almost always repeat requesters.
- Economic issues were only one dimension of a household's needs.
- Those households that found their way to the prevention provider tended to be much more resourceful than households at-risk that knew nothing about the resources.
- Community development and getting further upstream proved to be critical for longer-term success.

Lessons Learned From NYC

- Data driven mapping of neighborhoods that families were coming from that were seeking shelter.
- Investment in workers to those communities.
- Assessment to determine level of intervention offered.
- Intensive communications campaign targeted to those neighborhoods.

Main Currents of Thought & Practice

- Using data to target resources
- Clear strategic objective, indicators and targets
- Centralizing intake and assessment
- Improving assessment tools
- Community based in-reach
- Focus on long-term sustainability
- Team structure and functions

Using Data to Target Resources

- Understanding the universe of prevention resources (agencies, places of worship, service clubs, etc.)
- Mapping zip codes of where people are coming from when seeking shelter
- Ensuring that all prevention resources use HMIS
- Mining data to better understand population characteristics of those seeking assistance, and the outcome of that assistance (Did they later end up in the shelter system anyway?)

Clear Strategic Objective, Indicators and Targets for Prevention

- Naming the problem that is sought to be solved
- Ensuring that the strategic objective is attainable and measurable, not just an aspiration
- Clearly defining indicators of success for the prevention program
- Clearly defining targets for prevention providers
- Focusing not on quantity but on quality

Centralizing Intake & Assessment

- Strong focus on diversion and exhausting other community resources prior to program entry
- Information and referral function of centralized intake and assessment
- Different streams of service (program intensity and resources offered) based upon assessment information

Improving Assessment Tools

- Standardized assessment and intake tools...can even be the same as what is used for homeless assessments
- Taking tools into the community, rather than waiting for people to seek service

Improving Assessment Tools

■ 15 Essential Elements:

1. Self-care and Daily Living Skills
2. Meaningful Daily Activities
3. Personal Administration & Money Management
4. Personal Motivation & Responsibility
5. Substance Use
6. Physical Wellness
7. Mental Wellness
8. High-Risk & Exploitive Situations
9. Managing Tenancy
10. Legal
11. Social Relationships and Networks
12. Medication
13. Risk of Personal Harm/Harm to Others
14. Interaction with Emergency Services
15. History of Housing & Homelessness

Community Based In-reach

- Strong linkages with “in-flow” points to homelessness (jails, hospitals, mental health institutions, etc.)
- Delivering services in vivo
- Targeting neighborhoods/communities based upon data from people seeking service

Focus on Long-Term Sustainability

- Determine those individuals and families that need case management support and those that don't
- Focusing budgeting on formal and informal sources of funds and accounting for all household expenses
- Avoiding temptation of "quick fix"

Focus on Long-term Sustainability

- Supports delivered *in vivo* – a consumer's natural setting, most often their apartment.
- Focus is on greater independence.
- Encourage community integration.
- Re-house as necessary.

Team Structure and Functions

- Two essential team components:
 - Team Leader
 - Case Managers
- No more than 20 households per case manager; at different stages of the program.
- Meeting structure.
- Weekly case review to establish objectives for each client and manage time use.

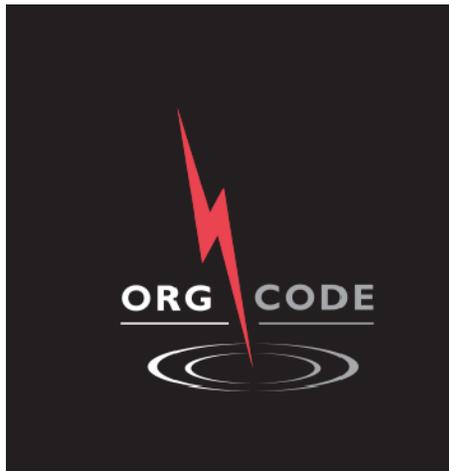


Thank you.



twitter.com/orgcode

@orgcode



Iain J. De Jong

Managing Partner

One Tecumseth Avenue
Mississauga Canada L5G 1K5

T 416 698.9700

C 416 432.0410

F 416 352.1498

idejong@orgcode.com



Find us on
Facebook

OrgCode Consulting