

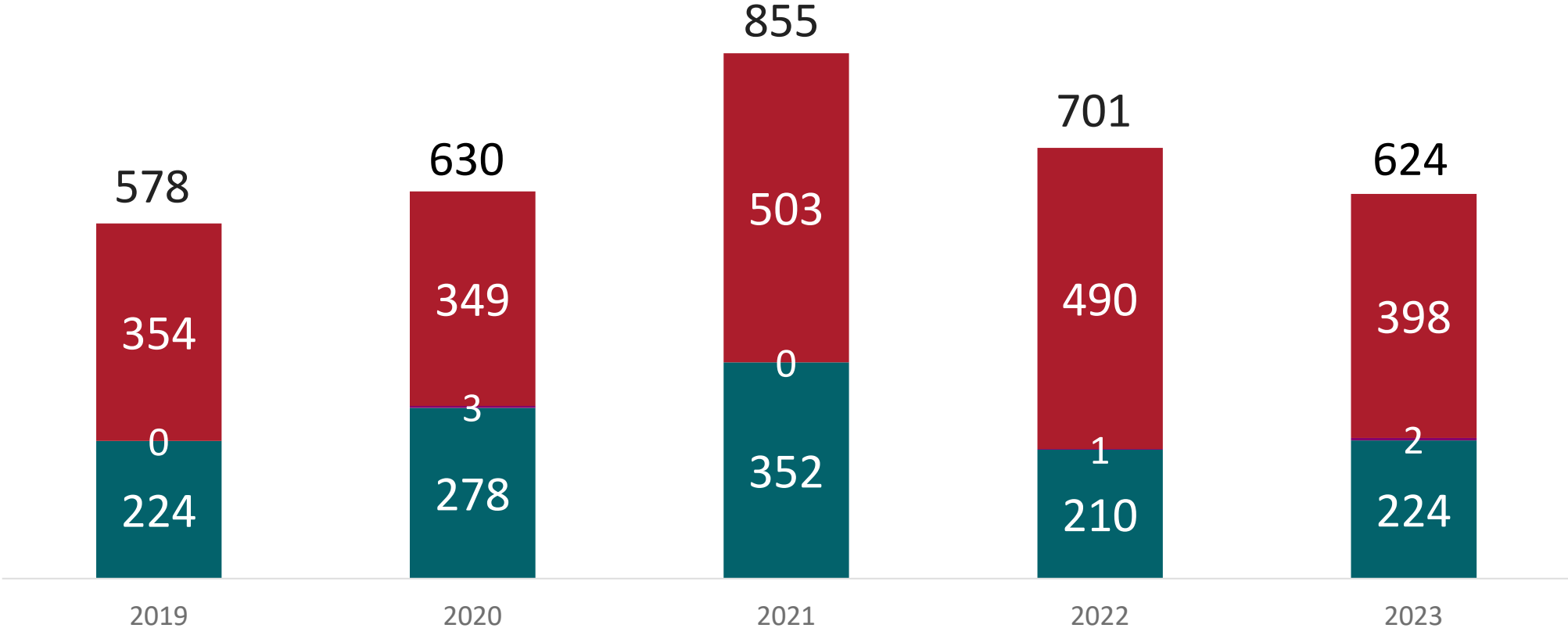


Homeless Services & Housing Resources 2023

CDBG Committee

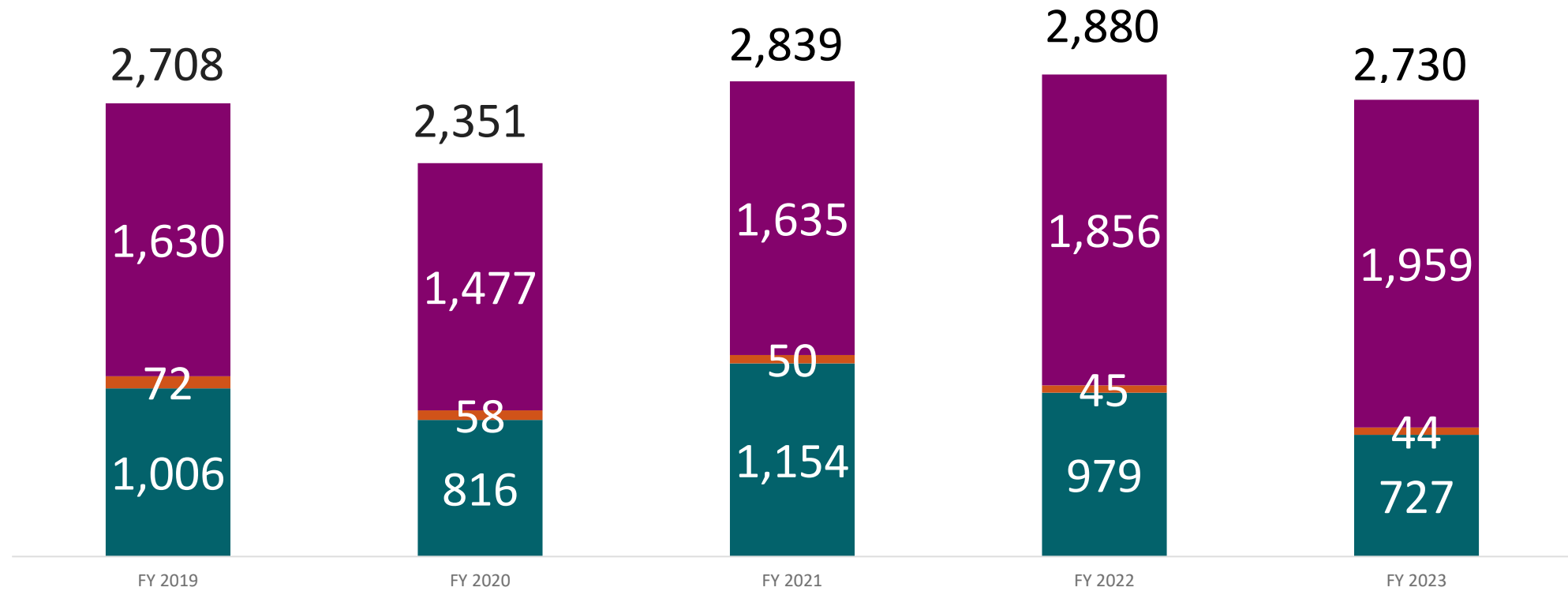
April 4, 2024

January Point in Time: 2019-2023



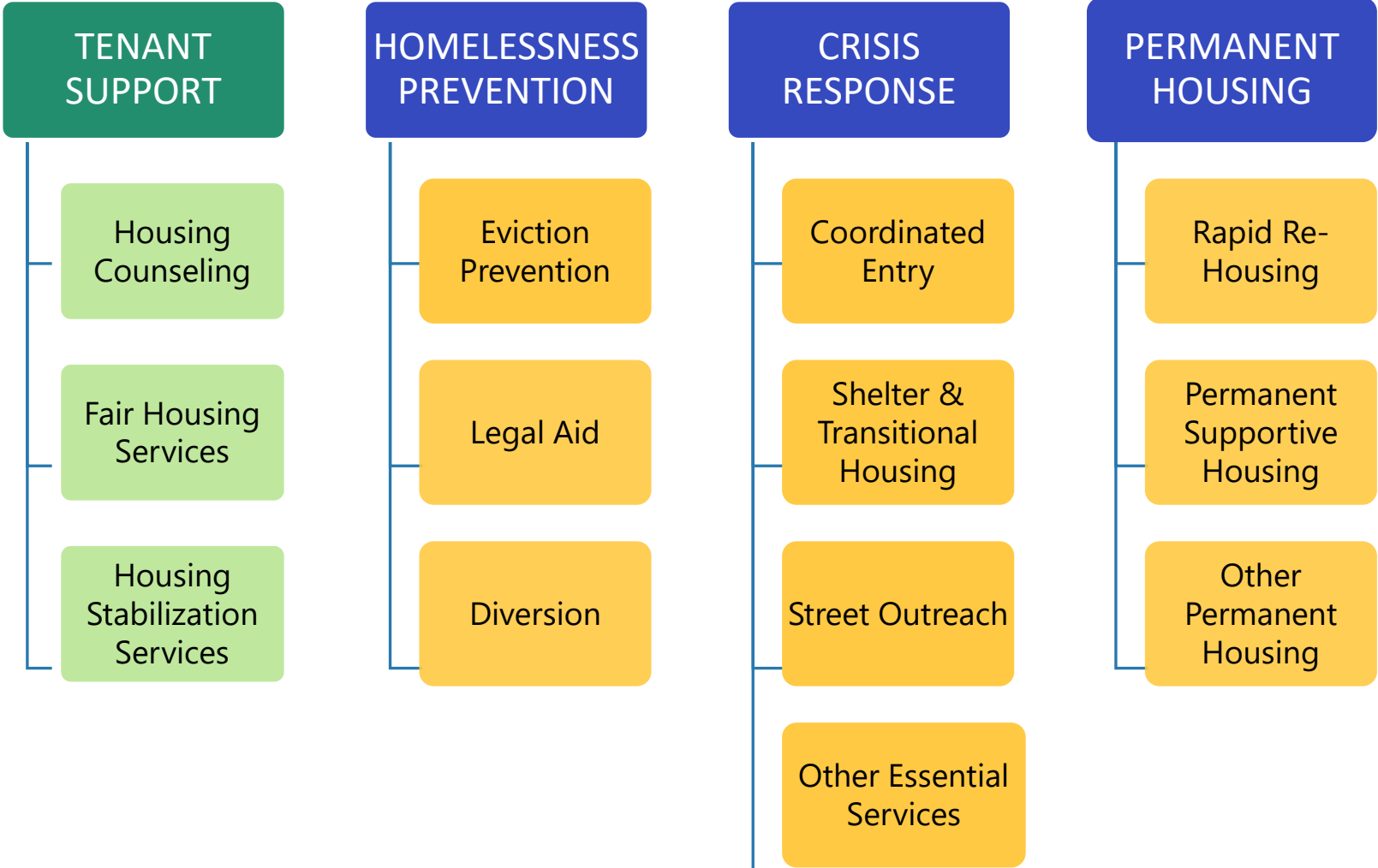
- Singles: Persons in households without children
- Unaccompanied youth: Persons in households with only children under age 18
- Families: Persons in households with at least one adult and one child

Annual Number in Shelter & TH: 2019-2023



- Singles: Persons in households without children
- Unaccompanied Youth: Persons in households with only children under age 18
- Families: Persons in households with at least one adult and one child

Tenant Support and Homeless Services System



Tenant Support Resources

TENANT SUPPORT

TOTAL \$373,532

Housing Counseling

- Housing Counseling, Outreach & Education (Tenant Resource Center) \$115,504
- Bilingual Housing Counseling (Tenant Resource Center) \$65,000
- Mediation (Tenant Resource Center) \$15,000

Fair Housing Services

- Fair Housing Services (Fair Housing Center of Greater Madison) \$43,028

Housing Stabilization Services

- Eviction Diversion and Defense Partnership (TRC) \$150,000

Tenant Support Outcomes

- 378 disputes mediated between renter households and their landlords
 - 98% positive tenant outcome allowing tenants to stay in housing
- 14,775 renter households provided housing counseling services, including education on legal rights and responsibilities
 - 564 households received bilingual counseling services
- 377 mediation sessions provided during eviction court proceedings

Tenant Support Outcomes

- 26 community workshops organized/facilitated
 - 1,553 workshop attendees
- 12 bilingual community workshops organized/facilitated
 - 776 workshop attendees
- 123 households provided legal representation
 - through EDDP Partners: CJI, Legal Action, PLC, UW Eviction Clinic

Tenant Support Outcomes

- 61 individuals provided fair housing counseling through intake
 - 54 referrals to other housing resources
- 4 presentations given to tenants and tenant groups
 - 68 attendees
- 3 training seminars given to owners and managers of rental properties
 - 61 attendees

Tenant Support Outcomes

- 20 fair housing complaints filed

Protected Class	No. of Complaints
Age	2
Color	2
Disability	8
Domestic Partnership	1
Lawful Source of Income	2
Marital Status	1
Race	11
Receipt of Rental Assistance	4
Sex	2
Sexual Orientation	2
Total	35

- 10 systemic tests initiated

Homelessness Prevention

HOMELESSNESS PREVENTION

Eviction Prevention

Legal Aid

Diversion

TOTAL \$72,553

- Prioritize Madison Rent Assistance (CACSCW) \$58,290

- Family and Single Women Diversion (TSA) \$20,703

Homeless Prevention Outcomes

Eviction Prevention

- 12 households served
- 100% remained in or exited to PH

Diversion

- 1,056 diversion screens completed
- 42% diverted from shelter for at least 60 days

Crisis Response

CRISIS RESPONSE

TOTAL \$3,731,066

Coordinated Entry

- Dane CoC Coordinated Entry (ICA) \$ 40,000

Shelter & Transitional Housing

- Men's Shelter (Porchlight) \$ 1,631,377
- Dairy Drive (Madison Street Medicine) \$ 735,419
- Beacon Day Center (Catholic Charities) \$ 200,000
- Family & Women's Shelter (Salvation Army) \$ 139,812
- Family Shelter (YWCA) \$ 50,000

Street Outreach

- Street Outreach & Mediation (Catalyst for Change) \$328,200
- Housing Focused Street Outreach (Madison Street Medicine) \$249,400
- Severe Weather Emergency Hotel (Friends of State Street Family) \$45,000

Other Essential Services

- Transit for Jobs & Self Sufficiency (Porchlight) \$ 55,275

Crisis Intervention Outcomes

Emergency Shelters for Singles

- 2,052 individuals served
(24% increase from 2022)
- 15% of leavers exited to permanent housing
- Average length of stay 65 days

Emergency Shelters for Families

- 211 families served
- 46% of leavers exited to permanent housing
- Average length of stay 107 days

Dairy Drive Sheltered Campground

- 48 individuals served
- 57% (13 out of 23) exited to permanent housing

Severe Weather Response Hotel

- 99 families and 16 single adults were served in respite hotel during severe weather
- Average length of stay 3 days

Crisis Intervention Outcomes

Street Outreach

- 236 singles and 17 family households were enrolled in street outreach
- 30% (43 out of 139 leavers) exited to permanent housing
- 49% exited to positive destinations

Coordinated Entry

- 753 singles and 180 family households were assessed and referred to CE

Transportation

- 1,116 persons in 1,046 households were served with transportation assistance

Permanent Housing

PERMANENT HOUSING

TOTAL \$656,000

Rapid Re-Housing

Permanent Supportive Housing

Other Permanent Housing

- Rethke Terrace Supportive Services (Tellurian) \$ 75,000
- Tree Lane Apartment Supportive Services (Sankofa BCH) \$ 301,000
- PSH Supportive Services (Housing Initiatives) \$ 30,000

- Permanent Housing Case Management (Porchlight) \$ 160,000
- Voucher Program Supportive Services (The Road Home) \$ 90,000

Homeless Services Outcomes: Housing

Permanent Supportive Housing

- 166 individuals and 49 family households served
- 90% maintained or exited to permanent housing

Other Permanent Housing

- 109 individuals and 83 family households served
- 88% maintained or exited to permanent housing

2023 CDD Performance Target Review

Performance Measure	Homeless Prevention	Diversion	Emergency Shelter	Street Outreach	PSH & Other PH
Length of Homelessness			Target 30 days (Actual 65 days for Singles & 107 days for Families)		
Percentage of Clients that Exit to Permanent Housing			Target for Singles 40% (Actual 15%) Target for Families 70% (Actual 46%)	Target 40% for PH (Actual 30%)	
Exit to or Retention of Permanent Housing	Target 95% (Actual 100%)				Target 90% (Actual 90%)
Divert to Safe Housing Alternatives for at least 60 days		Target 40% (Actual 42%)			
Return to Homelessness	Target 5% (Actual 0%)				Target 5% (Actual 4%)
Increase Total Income					

Community Plan

- Previous Community Plan developed in 2016
- After 5 years, Plan was out of date due to changes in best practices and COVID
- HSC advocated for funding to develop a new plan
- City and County each contributed \$75,000
- After running an RFP, Homebase was selected to lead a planning process

Overview of Strategic Planning Process



Phase 1: Project Launch, Data Collection, and Analysis

(March-May)

Environmental scan

Initial quantitative data review

Initial meetings with Community Plan Committee



Phase 2: Community Engagement

(June-November)

CPC Planning Retreat

Qualitative data collection

Continue quantitative data collection and review

Continue refining issues, goals and plan with CPC



Phase 3: Plan Drafting

(December – January)

Continue plan drafting and review with CPC

Meet with Subcommittees

Send draft to stakeholders for review

Final plan presented for HSC Board approval on March 6, 2024

CPC's Ideal Plan



Clear and actionable



Equity-focused



Usable and understandable



Targeted and focused



Creative solutions



Incorporating expertise from people with lived experience

Qualitative Data Process

Provider Focus Group

6 participants

Outreach, shelter housing

Doubled-Up Focus Group

23 participants

Doubled-Up Committee
Members

Lived Experience Focus Groups

134 participants

70% singles; Majority
Black; Majority Men

Community Interviews

14 interviews

Nonprofits, public
departments, elected
officials, local businesses

Community Survey

266 responses

83% had experienced
homelessness or knew
someone who did

A modern multi-story apartment building with a mix of orange and grey exterior panels. The building features numerous windows and balconies with glass railings. The sky is clear and blue.

Dane Forward

A Five-Year Plan to Prevent and End Homelessness

(2024 - 2029)

Vision Statement

Create a solutions-based response that deconstructs and disrupts housing inequities so everyone unhoused has a safe and stable place to thrive.

Five Goals

01

Educate and empower the community while evaluating and addressing racial disparities in our homeless system of care.

02

Increase housing programs and solutions for residents experiencing homelessness.

03

Coordinate and strengthen the homeless response system.

04

Increase and diversify funding to expand available resources.

05

Expand regional coordination.

Implementation of Community Plan

Creation of Homeless
Services Consortium
Racial Equity Committee

Develop plan for
additional supportive
housing units

Pilot centralized
landlord engagement

Strengthen partnership
with Public Housing
Authorities

Adopt and evaluate
changes to Coordinated
Entry System

Create and pilot
continued service and
process improvement
plan with shelter guests

Develop cross-sector
partnership (healthcare,
education, criminal
legal)

Create communication
plan related to
Community Plan