

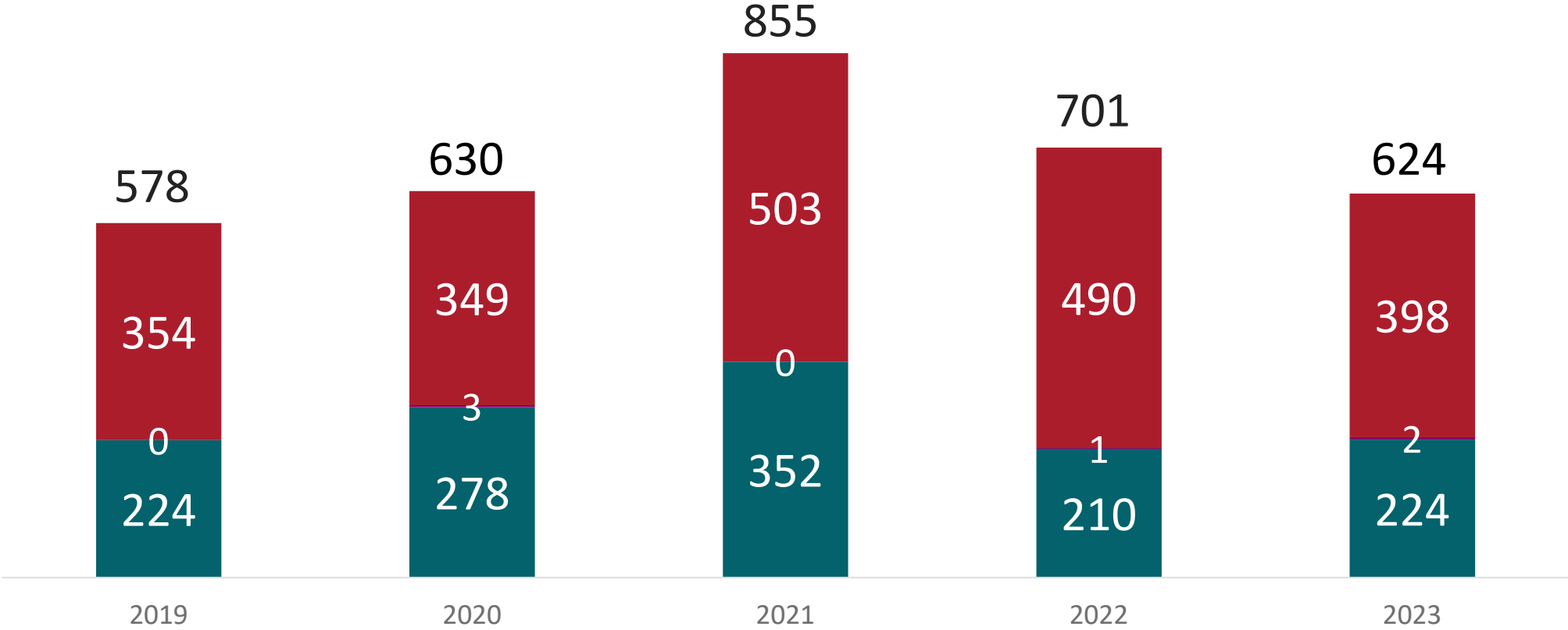


# Homeless Services & Housing Resources 2023

CDBG Committee

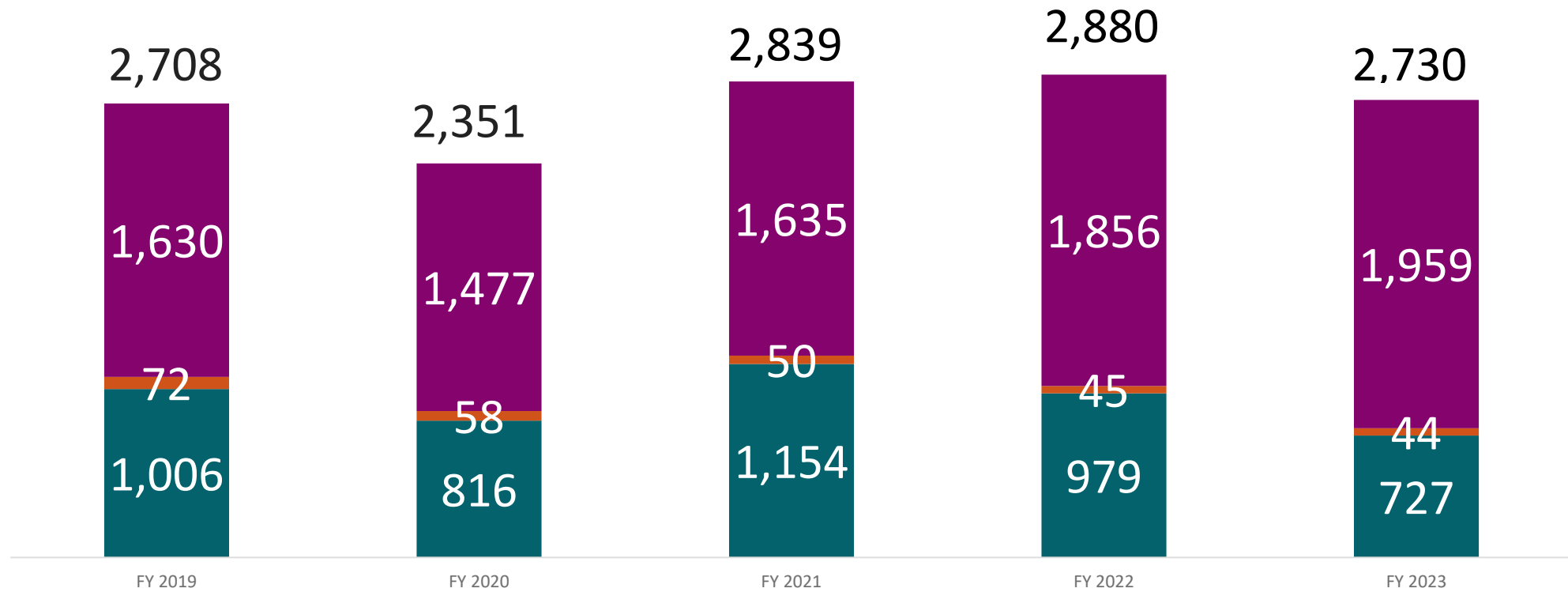
April 4, 2024

# 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

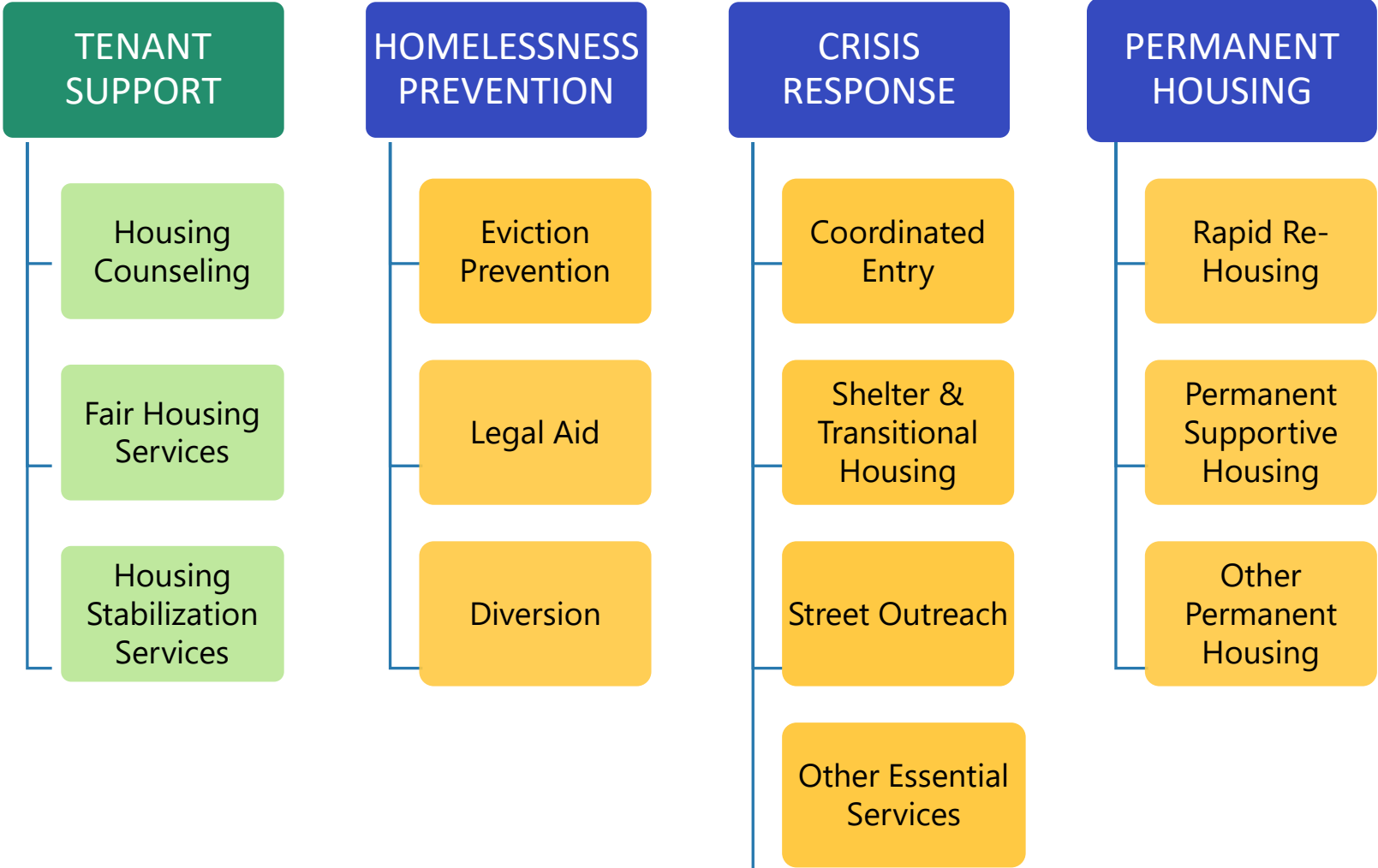


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# Tenant Support and Homeless Services System



# 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**

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**(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