A Tradition of Stewardship
A Commitment to Service

NAPA COUNTY BOARD OF SUPERVISORS
Board Agenda Letter

TO:	Board of Supervisors
FROM:	JoAnn Melgar for Mary Butler - Interim Director Health & Human Services Administration
REPORT BY:	JoAnn Melgar, Staff Services Analyst II - 707-253-4722
SUBJECT:	Update on Homeless Programs

RECOMMENDATION

Interim Director of Health and Human Services requests the Board receive an update report on the redesign of the housing and homeless services system.

EXECUTIVE SUMMARY

Chief Deputy Director Mitch Wippern, Homeless Services Coordinator Nui Bezaire and Project Manager Jennifer Palmer will present a report providing an overview on programs serving residents experiencing homelessness in Napa County.

PROCEDURAL REQUIREMENTS

No action required

FISCAL IMPACT

Is there a Fiscal Impact?   No

ENVIRONMENTAL IMPACT

ENVIRONMENTAL DETERMINATION: The proposed action is not a project as defined by 14 California Code of Regulations 15378 (State CEQA Guidelines) and therefore CEQA is not applicable.

BACKGROUND AND DISCUSSION

Currently, the shelter system serving the Napa community is operated by Abode Services under contract with Napa County Health & Human Services. This system includes the following facilities:

- <u>The South Napa Shelter</u>: a 62-bed emergency shelter for individuals at least 18 years of age. This facility is owned by Napa County and is open every night of the year.
- <u>The Hope Center</u>: a day-use facility providing homeless adults access to showers, toilets, laundry, computers, phones, emergency food, and limited case management. The facility is operated on property owned by the United Methodist Church.
- <u>The Winter Shelter</u>: a 55-bed temporary shelter operated annually between November 15th and April 15th. This facility provides overnight shelter during the winter months.
- <u>Interim Family Housing</u>: an interim family shelter operated under master-lease by Abode Services, providing temporary housing for up to 3 families at a time. Additional family shelter capacity is in development at this time.

Historical Context

Confronted in 2015 with an unanticipated $240,000 shortfall in shelter operation funding due to changes in the State Emergency Solutions Grant (ESG) program, the City and County of Napa sought help from experts in homeless system design and management. Together, the City and County jointly hired consultants from the Corporation for Supportive Housing (CSH) and from the National Alliance to End Homelessness (NAEH) to examine and make recommendation for the improvement of the homeless and supportive housing system of operations and services in Napa County.

In early 2016, CSH and NAEH jointly issue a report (attached hereto) on the state of the homeless and supportive housing system in Napa County. The report detailed an ad-hoc response system, which required vulnerable individuals to navigate a complex and restrictive web of disjointed services. The report further indicated the most vulnerable, highest-needs individuals were the least able to access critically needed shelter and housing support services.

The NAEH/CSH report recommended key changes to align Napa's homeless and supportive housing system with national best practices, including redesigning supportive housing location and homeless service systems to: reduce barriers to entry; coordinate entry into the homeless system; quickly connect the most vulnerable clients with housing opportunities; reduce unnecessary system cost by aligning resources to maintain housing stability; use the shelter system as a tool for quickly moving households out of homelessness; focus outreach efforts on regularly engaging unsheltered homeless residents; centralize the tracking of homeless system outcomes to allow for data-driven prioritization of resources and investments; and diversify system funding streams.

Recent Work

These recommendations have served as the work blue-print for Health and Human Services homeless and supportive housing programs since the release of the report in 2016. Notable milestones to-date include:

1. Creation of a full-time Homeless Programs Coordinator position, jointly funded by the County Office of Affordable Housing, Napa County Health and Human Services Agency and the City of Napa.
2. A five-year contract with Abode Services, a nationally known and respected housing and homeless services provider, to operate shelter and housing services, beginning July 2017.
3. Transitioning the South Napa Shelter to make it easier for high needs individuals to access vital support services, particularly those residents experiencing chronic homelessness.

4. Implementation of a Coordinated Entry System which ensures households in need of assistance are matched to services based on need using an equitable and transparent assessment tool approved by the Continuum of Care Board.
5. Implementation of a Diversion System which provides services and resources designed to prevent lower needs individuals and families from needing to enter the shelter system.
6. Adoption of a Housing First service framework that offers housing as quickly as possible for individuals and families experiencing homelessness, and then provides or connects clients to services supporting their need to keep their housing and avoid returning to homelessness.
7. Creation of a Flexible Housing Subsidy Pool. This virtual pool of housing and support funds will be key in effectively addressing the needs of homeless families and individuals.
8. Successful award of a five-year $11.2 million Whole Person Care Pilot grant designed to test strategies aimed at reducing homelessness and improving the health outcomes of participants.

Next Steps

Moving forward, the Homeless and Housing Program work plan consists of work in three primary areas:

1. Expanding System Infrastructure through:
   a. The relocation and expansion of daytime service for clients from the HOPE Center in downtown City of Napa to the South Napa Shelter by August 2018;
   b. Increasing overnight capacity at the South Napa Shelter through the addition of 10 beds by September 2018;
   c. The permanent relocation of Family Shelter by Fall 2018;
   d. Implementation of a 5-member dedicated field outreach team to engage residents experiencing homelessness with housing and healthcare services;
   e. Implementation of a diversion program to align existing resources in support of preventing residents from experiencing homelessness; and,
   f. Developing a housing inventory list and the capability for outreach workers to assess/prioritize clients for shelter and other programs through mobile access to VI-SPDAT and HMIS.
2. Measuring System Performance through:
   a. The creation of systems to collect, share and analyze complex data sets for the purpose of identifying interventions that improve overall health outcomes and lower system costs; and,
   b. Development of a dashboard using HMIS to track progress on system flow improvements and outcomes; and
   c. In collaboration with healthcare and service partners, develop key performance indicators to measure improvements in health outcomes.
3. Sustaining System Success by:
   a. Using data to drive new approaches to diversify funding; and,
   b. Understand, plan for and inform our community partners about new homeless system funding available through the State Budget and other sources.

SUPPORTING DOCUMENTS

A . Definitions & Data

B . NEAH CSH Napa Final Recommendations Report

C . PowerPoint Slides (PPT)

D . PowerPoint Slides (PDF)

CEO Recommendation: Approve

Reviewed By: Ben Guerrieri