



Housing Action Coalition
of Waukesha County

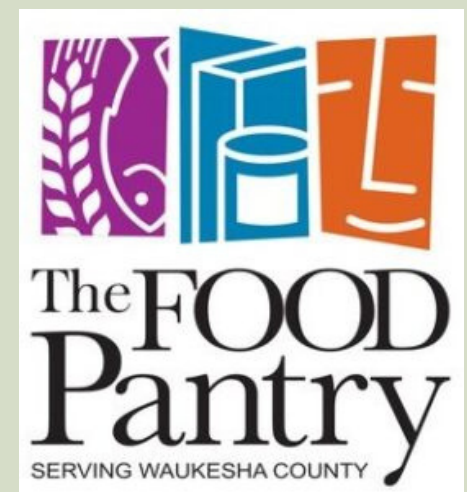
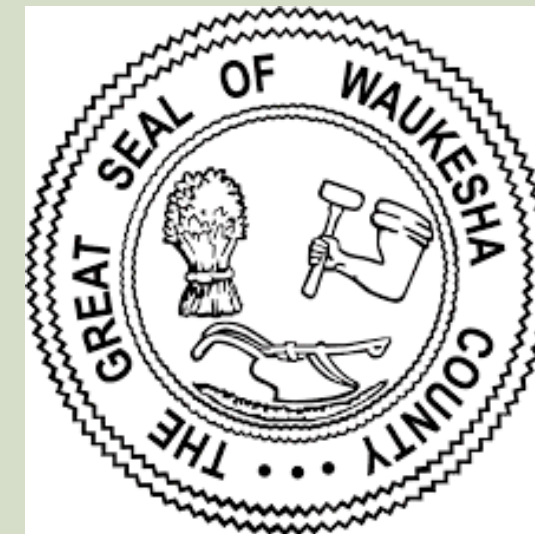
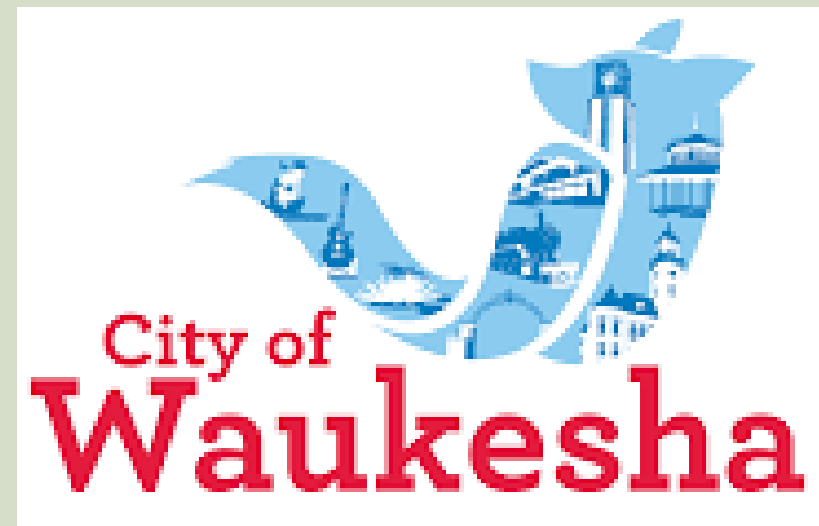
Waukesha Coalition- HEART

Homeless Engagement & Response Team



The mission of The Housing Action Coalition of Waukesha County, Inc. (HAC) is to educate, advocate, and raise awareness while providing a cohesive and coordinated response to homelessness and housing instability throughout Waukesha County.

HEART Partners



What is HEART doing in Waukesha?



HEART was developed in the summer of 2020, to help address the increasing number of homeless individuals congregating in downtown Waukesha. The HEART Committee meets monthly to collaborate and identify current needs and gaps while not duplicating services. The objective of this committee is to enhance our coordinated street outreach efforts to meet people where they are despite the challenges they may be facing. The Waukesha Police Department, Mayor-City of Waukesha, service providers, and church congregations are committed to serving the Waukesha community through service coordination and street outreach.

NAMI Southeast WI is a critical partner in Waukesha's outreach efforts. NAMI brings highly qualified and trained staff to work with individuals with severe and persistent mental illness.

Waukesha County Health & Human Services provides team members on a rotational basis from all divisions such as economic support, mental health, crisis stabilization, AODA services, and ADRC.

HEART's Commitments



The mission of HEART is to concentrate on locating, identifying, and building positive relationships with individuals experiencing homelessness for the purpose of offering immediate support, interventions, and connection to services and programs.

Meet people where they are- geographically, emotionally, and physical through a trauma-informed and harm reduction lens.

Meet basic needs; help promote and raise awareness of local services such as meals, clothing, support, and referrals.

Reduce barriers to services with consistent advocacy efforts. It is important to follow motivational interviewing and client driven models during outreach and engagement.

Roles of Outreach



Beyond engaging with potential clients, outreach to other community agencies is essential for building a referral network to complement the services available within the Coalition. Outreach and collaboration go hand-in-hand when working with community partners.

- Raising Awareness
- Connection to Coordinated Entry
- Access to services
- Empowering Clients

- Building Networks
- Strategic referral management to help make "warm hand-off's" easier for clients.

Success Story



In May of 2021, HAC completed a Coordinated Entry assessment and referral for someone who had been chronically homeless for almost a decade. This individual's name came up on the Waukesha Prioritization list for Permanent Supportive Housing based on their needs and assessment. HAC worked collaboratively with the Waukesha Housing Authority to ensure the client could complete the extensive paperwork.

Barriers along the way:

- No transportation to the Waukesha Housing Authority Office
- Did not have a birth certificate
- Initially denied due to a misdemeanor charge for possession of marijuana from 2 years prior.



Success Story, Continued

- HAC had to search for this individual numerous times during street outreach to help support them through the process.
- HAC and the Waukesha Housing Authority collaborated to ensure the client understood what was happening, had access to the forms, and met the eligibility requirements.
- HAC spent 8 weeks trying to obtain the client's birth certificate which included having to obtain a lawyer to help establish power of attorney status.
- The client was initially denied for the program due to a misdemeanor from a few years back. HAC worked with the client to write a letter to the Waukesha Housing Authority to appeal their decision.

So what's happened since?

- The client's appeal letter was approved.
- HAC was able to drive the client to the apartment, help with the initial apartment walk-through and spending time understanding their lease and tenant expectations of the PSH program.
- HAC made contact with the Food Pantry and Hope Center to help furnish the apartment.
- The client moved in on September 2nd, 2021 and is still housed with the help of the case manager and HAC staying in contact after program entry.

What's Next?



HAC is excited to continue promoting and igniting local conversations about the best practices and opportunities to reach people within our community to ramp up our coordinated street outreach efforts.

The purpose and intent of our mission are to collaborate in discussions to brainstorm and problem-solve while ultimately strengthening our street outreach efforts within Waukesha County. Building rapport can be a game-changer in this critical work.

We must find solutions to break the cycle of trauma, mental health, addiction, isolation, and pain, we need to break the stigma around homelessness in our community, we need to normalize homelessness.





Housing Action Coalition of Waukesha County



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