



# BEING AN AWESOME SHELTER

A RECAP OF THE ORGCODE LEARNING CLINIC

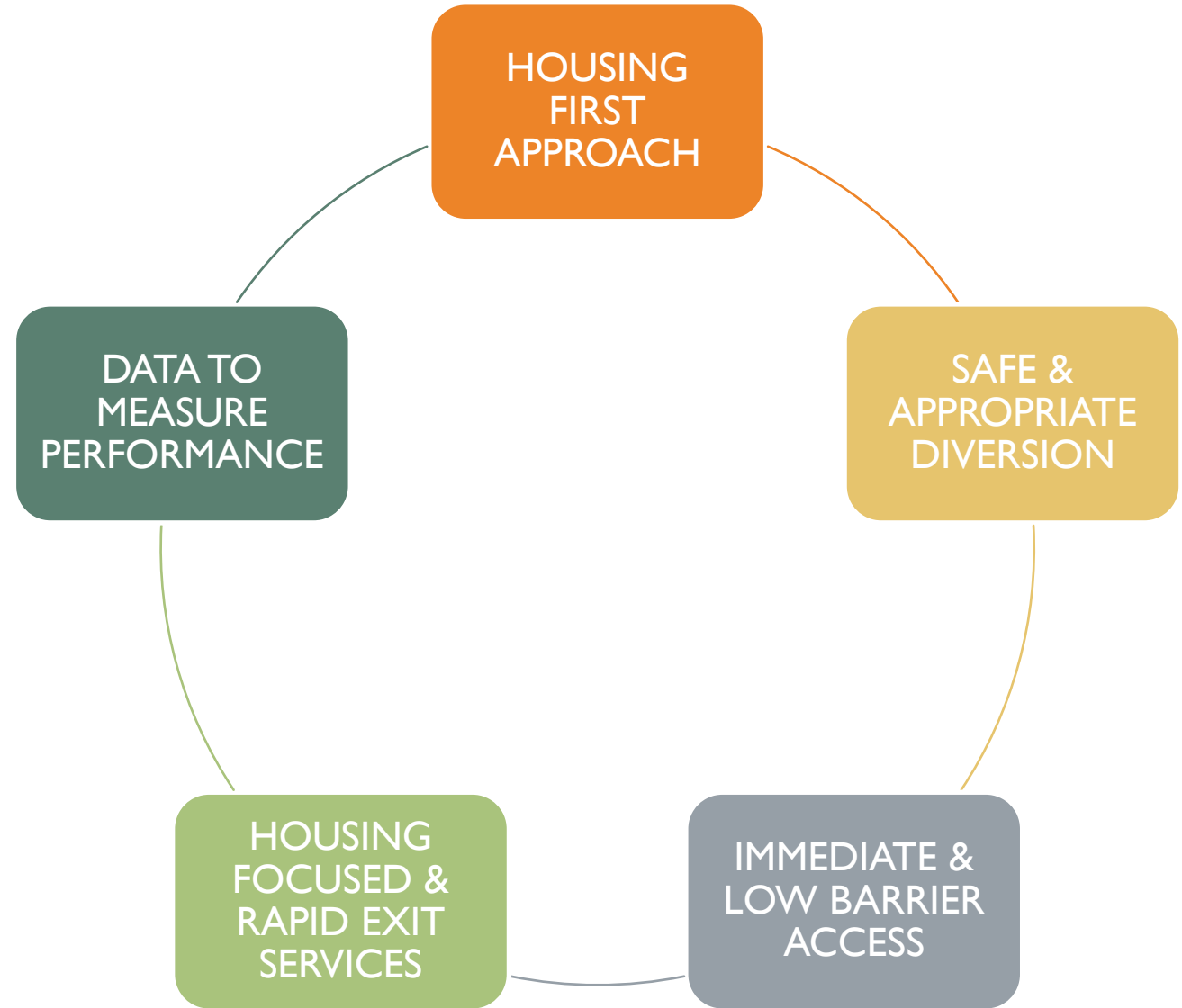


# TEN CRITICAL QUESTIONS FOR SHELTER SYSTEMS TO ASK THEMSELVES

1. Is shelter a process or destination?
2. Are the people in your shelter those that need it most, or just those who were lucky enough to get in?
3. Do you attempt to heal or fix people?
4. Do you provide social service or exercise social control?
5. Does the built form and layout promote dignity and decrease conflict?
6. Do you believe shelter stays should be infrequent & short in duration - and that shelters have a role to play in that happening?
7. Do you restrict services only in limited circumstances? And for what purpose?
8. Is there any group of persons that you automatically disqualify from services?
9. Do you provide professional staffing with the right training?
10. Do you measure what you do and refine based upon available data?

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# The Five Keys to Effective Emergency Shelter



# ADOPT A HOUSING FIRST APPROACH

- Housing First is a philosophical approach at its core
- Homelessness is foremost a housing problem
- Everyone is ready for housing now, if they choose
- Housing is a right to which we are all entitled
- People should be returned to or stabilized in permanent housing as **quickly** as possible and connected to resources to **sustain housing**. Issues that may have contributed to a household's homelessness can best be addressed once they are permanently housed.

# SAFE & APPROPRIATE DIVERSION

- Method by which service workers can assist to preserve current housing, if safe and appropriate, or find alternative arrangements without entering shelter.
- Diversion is not a separate program, rather it is a part of your entire crisis response system.
- Problem solving and solution focused.

# IMMEDIATE & LOW BARRIER ACCESS

- Ask ourselves- why do we think some people experiencing homelessness avoid shelter?
- Work to actively remove those barriers. Low barrier shelters are a cornerstone of a functional crisis response system.
- Prioritize entry into shelter based on those who need it most
- Program rules should be: simple, safe, and behavior based
- Offer low barrier programming

# HOUSING FOCUSED & RAPID EXIT SERVICES

- Offer housing-focused services
  - Every conversation with every client is somehow related to housing.
  - Create clear housing message throughout the shelter environment.
- Assist with rapid exits to permanent housing
  - Ask ourselves “what kind of connections/services we need to increase rapid exits to permanent housing?”
  - Work actively to establish those connections and community partnerships.

# DATA TO MEASURE PERFORMANCE

- Four important measures:
  - Decrease average length of stay/time spent homeless
  - Increase exits to permanent housing
  - Decrease returns to shelter
  - Increase shelter utilization
- Monitor measures on a continuous basis and be honest with yourself about the results



# WISCONSIN BALANCE OF STATE CONTINUUM OF CARE



WIBOSCO has 133  
Emergency Shelter Programs

- 64 24 hour locations
- 41 Motel/hotel voucher programs
- 28 Overnight only
- 27 Domestic Violence
- 3 Youth
- 21 Serve singles only
- 11 Serve families only
- 98 Serve singles & families



# WIBOSCOC

WHAT OUR DATA IS TELLING US



# LENGTH OF TIME HOMELESS

	Persons in ES or SH	Average	Median
FFY15	10,858	45	27
FFY16	10,362	46	28

LOT by Category ES & SH	Client Count FFY15	Client Count FFY16
a. 1 to 7 days	2923	2748
b. 8 to 14 days	1112	1040
c. 15 to 21 days	780	767
d. 22 to 30 days	975	917
e. 31 to 60 days	2326	2165
f. 61 to 90 days	1247	1167
g. 91 to 180 days	1179	1183
h. 181 to 365 days	279	353
i. 365+	36	17
X. 0 days	1	5

# EXITS FROM EMERGENCY SHELTER

	FFY15	FFY16
Persons who exited	8516	8137
Persons who exited to housing	3198	3147
% Success	37.55%	38.66%

# REOCCURRENCE AFTER EXITING TO HOUSING

Measure 2a and 2b: The extent to which Persons who Exit Homelessness to Permanent Housing Destinations Return to Homelessness within 6 to 12 months (and 24 months in a separate calculation)

Exits from Emergency Shelter	Total Number of Persons who Exited to Permanent Housing Destination (2 Years Prior)	Number Returning to Homelessness in Less than 6 Months (0-180 days)	Number Returning to Homelessness from 6 to 12 Months (181-365 days)	Number Returning to Homelessness from 13 to 24 Months (366-730 days)	Number of Returns in 2 Years (Cumulative)
FFY 16	2507	288 (11.49%)	133 (5.31%)	196 (7.82%)	617 (24.61%)
FFY 15	2110	242 (11.47%)	159 (7.54%)	160 (7.58%)	561 (26.59%)

IS WHAT WE'RE DOING WORKING?



# WHAT PROGRAMS NEED TO CHANGE

- Philosophical shift - Who needs to be educated?
  - Board, staff, funders, participants, etc.
- Practical shift - Why did we develop these practices?
  - Ask the tough questions!
  - Using a Trauma Informed approach is key
- Operational shift - What changes can be made?
  - Staffing, building, hours, access, etc.
  - Create plans that are achievable
  - Change the messaging

# WHERE CAN WE START

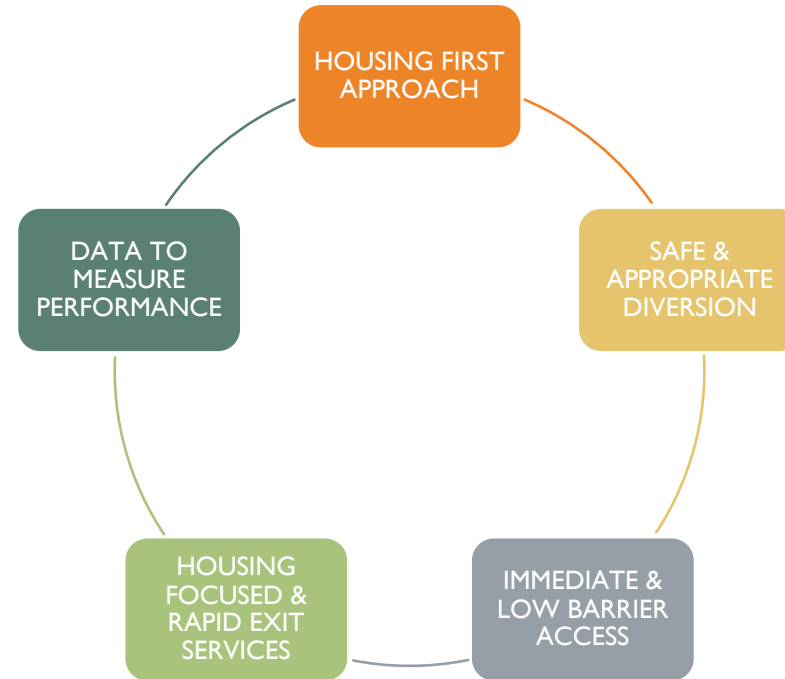
- Review your data, and have honest discussions about what it tells you
- Create an action plan
  - Develop goals related to your vision
  - Develop benchmarks to measure your progress
- Don't get bogged down in the "buts..." If you can't get past these hurdles, how do you expect your clients to?



# REDEFINE SUCCESS

- The purpose of an emergency shelter is to provide emergency shelter
- What does success look like to you?
- What does success look like to your clients?
- Quality Trauma Informed Care
- Harm Reduction

# REVIEW THE 5 KEYS TO AN EFFECTIVE EMERGENCY SHELTER



WHAT IS ONE CHANGE YOU CAN REASONABLY MAKE IN EACH CATEGORY?

# QUESTIONS?



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