



# Community Services Department

Sundquist Building • 3482 N. Broadway • Boulder, Colorado 80304 • Tel: 303.441.3560 • Fax: 303.441.4550  
Mailing Address: P.O. Box 471 • Boulder, Colorado 80306 • [www.bouldercountycommunityservices.org](http://www.bouldercountycommunityservices.org)

Regional Homeless Executive Board Meeting  
January 12<sup>th</sup>, 8:00 to 9:30  
2525 13th Street, Large Conference Room (above Clinica)



- **Updates**
  - Status of implementation to date
  - Communications work group update
  - Data presentation
  
- **Discussion: Decision Making Role of the Board**
  - Review system Goal, Values and Performance Objectives statements
  - Review basic Housing First principles
  - Emerging system decision areas:
    - Severe weather shelter as a focal issue
    - Housing Focused Shelter resource allocation
  
- **Other Member Business**
  
- **Adjourn**

## SYSTEM UPDATES

### COORDINATED ENTRY

- 947 people screened
- Screening 7 days per week in person in Boulder and 5 days per week in person and 2 days per week (Saturday and Sunday) by phone in Longmont.
- CE screening location in Boulder has relocated to 2691 30<sup>th</sup> Street. We are able to use a vacant dance studio adjacent to Robb's Boulder Music for daytime CE and Path to Home Navigation case management until construction on Robb's Boulder Music is completed.
- Referral process created to facilitate shifts between service paths in the event that a client misreports their information at the time of CE screening

### NAVIGATION SERVICES

- Navigation services are operational in both Boulder and Longmont. Navigation case management in Boulder has also relocated to 2691 30<sup>th</sup> Street (see above).
- Navigation providers have found that they are serving clients who are more vulnerable than they feel they are able to help in a short time frame (i.e., those who have only been homeless a short time, preferably those who are working without untreated disabling conditions). They suggested reviewing whether eligibility criteria for Housing-focused shelter would resolve this problem. Staff analyzed CE data to date and determined that the population overall is more vulnerable than anticipated: nine variations of eligibility criteria were tested, and all resulted in navigation serving substantial shares of clients with disabling conditions and/or extensive homeless histories. As a result, the more salient issue is how we better support navigation providers to serve a more vulnerable population than their service model was designed for.

### HOUSING-FOCUSED SHELTER

- Housing focused shelter service model follows a housing first orientation and includes the option to have a guaranteed bed at BSH until the client is housed, case management focused on getting clients housed, and assistance to facilitate working on housing plans and leasing up (e.g., application fees, funding for getting needed identification, transportation assistance).
- BSH typically has 110-120 clients enrolled in a reserved bed at any given time.
- The Cities of Boulder and Longmont and Boulder County are currently in the process of contracting with BSH for housing-focused shelter services. In that process, staff have determined that funding is not sufficient to support all potential expenses. These include funding for 160 available beds year round, housing supports (in the form of case management capacity and financial and transportation assistance for related expenses) and day services. This requires Executive Board guidance on how to optimally allocate available funding for this service.

### SEVERE WEATHER SHELTER

- City of Boulder has contracted with Bridge House to provide severe weather sheltering under the criteria approved by the Boulder City Council. Currently that shelter is provided as excess capacity Path to Home Navigation overnight sheltering at area faith communities.

---

## CORE PROVIDER & MANAGEMENT BOARD ENGAGEMENT

- Staff meet weekly with front line, middle management, and ED staff from four agencies providing either Coordinated Entry, Housing Focused Shelter or Navigation services (Boulder Shelter for the Homeless, Bridge House, OUR Center, and HOPE). This serves as a forum to identify things that are going well (housing outcomes) and emerging issues (e.g., large number of discharges from nursing homes).
- The Management Board continues to meet monthly and has shaped work plans around communications and also weighed in on system values and goals. Further leadership around articulating system values is needed from the Executive Board.

---

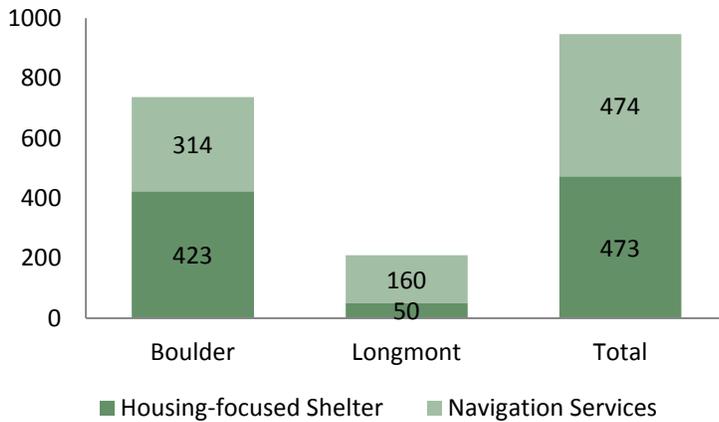
## WORK GROUPS

- Data & Evaluation: This group has created draft evaluation plan, analysis of initial data, working with Boulder County Connect (data collection system) to resolve issues, exploring data-driven contract management strategies
- Communications: The communications work group meets monthly. In addition to regularly updating outreach materials related to Coordinated Entry, it is currently creating media toolkit for providers, developing branding and a new logo, and developing strategic media outreach. As part of the branding effort, the group developed new name for the project: Homeless Solutions for Boulder County and new logo:



- Housing exits: Per the Executive Board's decision at the November 2017 meeting, staff have formed the housing exits work group. It includes members from Boulder County Housing and Human Services, Boulder Housing Partners, Boulder Shelter for the Homeless, City of Longmont Community Services, and Metro Denver Homeless Initiative. The group's first meeting is scheduled for January 10, 2018.

### Number of CE Clients by Referral Result and Screening Location

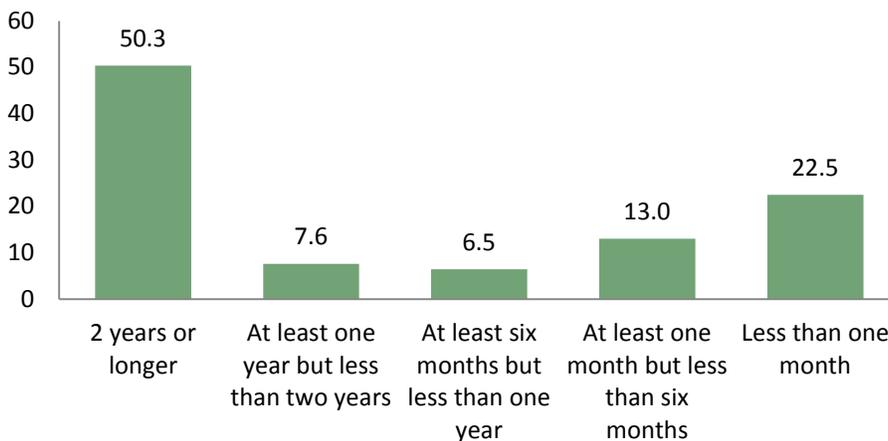


Overall, we have screened 947 individuals for services since October 2017: 737 clients (78 percent) were screened in Boulder, and 210 clients (22 percent) were screened in Longmont.

On average, 10 clients per day are screened between both locations.

Half (50 percent) of clients are referred to Boulder Shelter for the Homeless to receive more intensive services, and 50 percent are referred to less intensive navigation services.

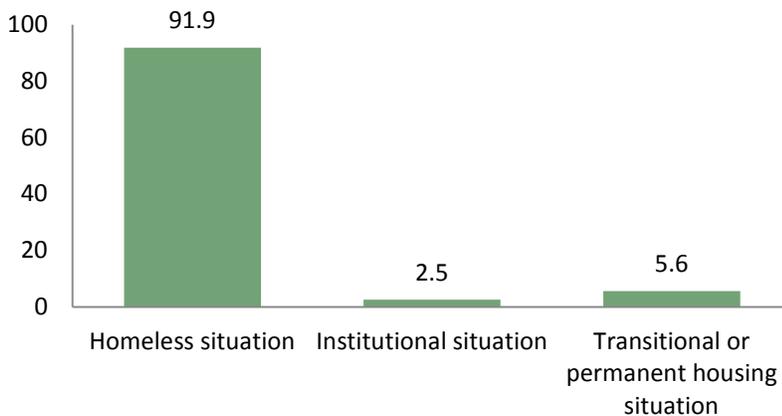
### Percentage of Clients by Reported Length of Time in Boulder County



Half report being in Boulder County at least two years when they were screened, while only 23 percent report being in Boulder County less than one month.

Further, 25 percent indicate that they have family in Boulder County.

### Percentage of Clients by Living Situation Prior to Screening



Nearly all clients (92 percent) were literally homeless (e.g., sleeping unsheltered, staying in a homeless shelter) the night before they were screened.

59 percent reported being homeless for more than 12 months of the last three years.

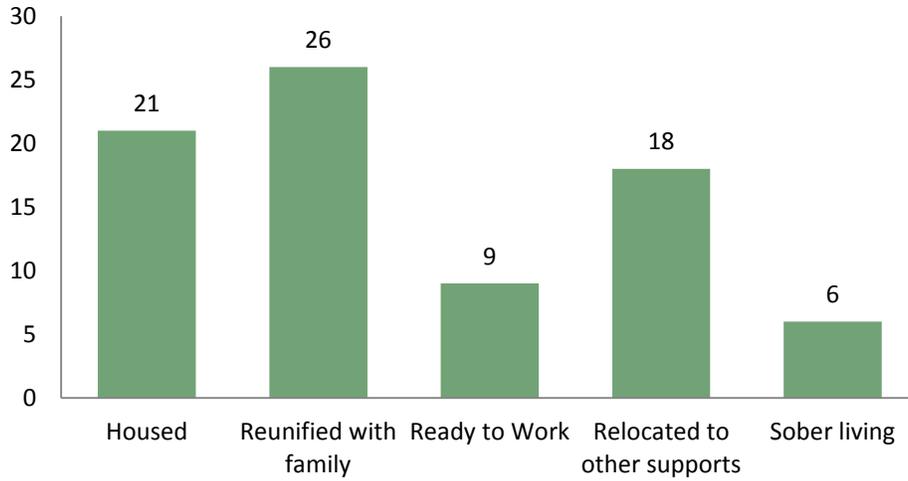
71 percent reported having a disability that made it difficult to live independently.

---

## HOUSING OUTCOMES

Overall, we have had **80 positive outcomes** from navigation services and housing focused shelter. Since starting in October 2017, Navigation services in Boulder (the Bridge House Path to Home Navigation program) has helped 9 individuals get into housing, 22 individuals reunify with family, 9 individuals get into the Ready to Work program, and 18 individuals relocate to access appropriate programs. Since opening in November 2017, Navigation services in Longmont have helped 3 individuals get back into housing, 4 individuals reunify with family, and 6 access sober living environments. Since October 2017, 9 clients from Boulder Shelter for the Homeless (housing-focused shelter) have gotten into housing.

**Number of Clients by Successful Exit Type**



## Goal, Values and Performance Objectives that inform and guide Homeless Solutions for Boulder County efforts

### Overarching Goal of the Homeless Solutions for Boulder County System

*Provide adults experiencing homelessness with targeted, responsive services to move them quickly to a housing solution.*

### From the Executive Board Charter (selected bullets)

- Guides development of the regional homeless services system in order to reduce and end homelessness.
- Guides and ensures efficient and effective implementation of homeless systems components including diversion, coordinated entry, assessment, and evidence-based practices that result in exits to appropriate housing solutions.
- Aligns efforts and policies with direction provided by the Federal Department of Housing and Urban Development (HUD) and the State Continuum of Care of which Boulder is a member.

### Guiding Values of the Homeless Solutions System

- We treat participants with dignity, respect and compassion at all times, seeing beyond simply their homeless status.
- We strive to help those experiencing homelessness overcome barriers and move quickly to a housing solution.
- We help homeless individuals address traumatic life events and other significant barriers to better ensure their success in a housing solution.
- We approach our work with a strong collaborative spirit, leveraging community resources and working strategically to fill gaps where we identify significant needs.

### Performance Objectives of the Homeless Solutions System

- We provide adults experiencing homelessness with targeted, responsive services to move them quickly to a housing solution, ultimately, making homelessness rare, brief, and non-recurring.
- Collaborative efforts focus on improving coordination, integration and alignment of resources across the county.
- We base systems efforts on **evidence-based programs and practices to better ensure the success of our efforts.**
- Evaluation data are used to better understand the needs of those experiencing homelessness, assess outcomes, identify gaps in services, and to adjust the system to improve overall effectiveness.
- We work with government stakeholders to develop and acquire needed resources to ensure the long-term success of our efforts.