

Addressing Homelessness in the City of La Crosse





Homelessness is an *Emergency!*

Just as we would view a family displaced by a fire as an emergency.....

Or treating someone experiencing severe health concerns in the ER as an emergency.....

We need to have an immediate response to emergencies with appropriate responses that have long term effects.

Coulee Collaborative To End Homelessness

- **Has been working to end homelessness in the La Crosse Community since 2006.**
- **Began working with National Consultant, Erin Healy, in June 2016.**
- **Gundersen Health System – providing the opportunity for Erin to work with this community.**
- **1st Initiative: End Veterans Homelessness by Christmas 2016**
 - **Accomplished! Exceeded the goal!**
 - **La Crosse became the first community in the State of Wisconsin to end Veterans homelessness.**
 - **One of 43 communities to have achieved this goal in the U.S.**

LEADERSHIP TEAM

Patrick Dienger La Crosse County HA - Executive Director

Tara Johnson La Crosse County County Board Chair

Tim Kabat City of La Crosse Mayor

Karen Neuser FSPA

Scott Rathgaber Gundersen Health System - CEO

Jamie Schloegel La Crosse Community Foundation, Program Director

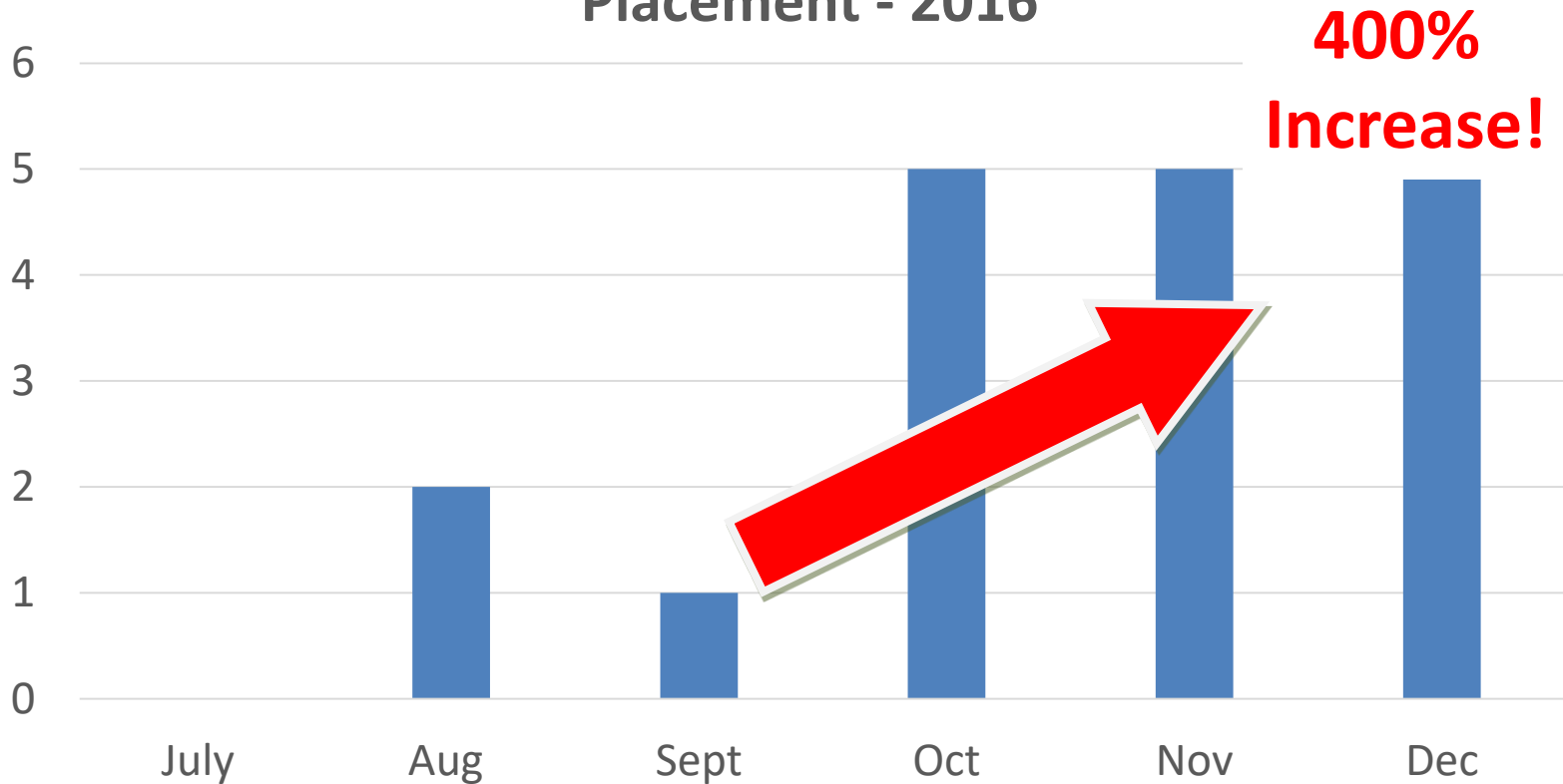
Thomas Thibodeau Vierbo University

Willem Van Roosenbeek University of Wisconsin La Crosse, Pride Center Director

Michelle Wanders Three Sixty Real Estate Solutions, Owner/Manager

Mary Kay Wolf Great Rivers United Way Executive Director

La Crosse – Veterans: Monthly Housing Placement - 2016



Total Housed During 100 Day Sprint: **16!**

Sprint Timelines 2017



Chronically Homeless

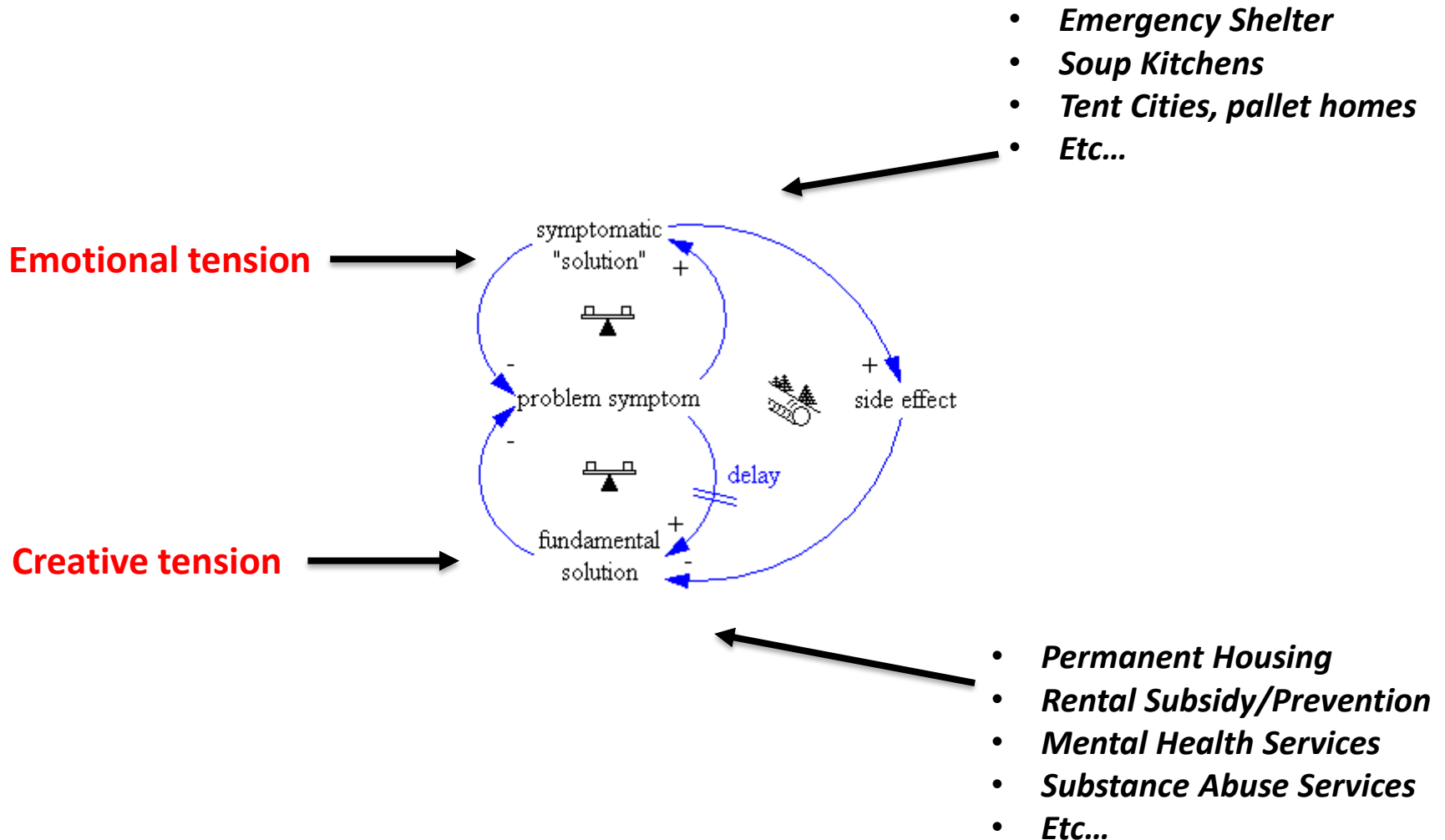
Break

Families w/Children

Research and Prep for Family Sprint

Ongoing: lock in system improvements, new policies, resource shifts, etc.

Getting to the Root Causes

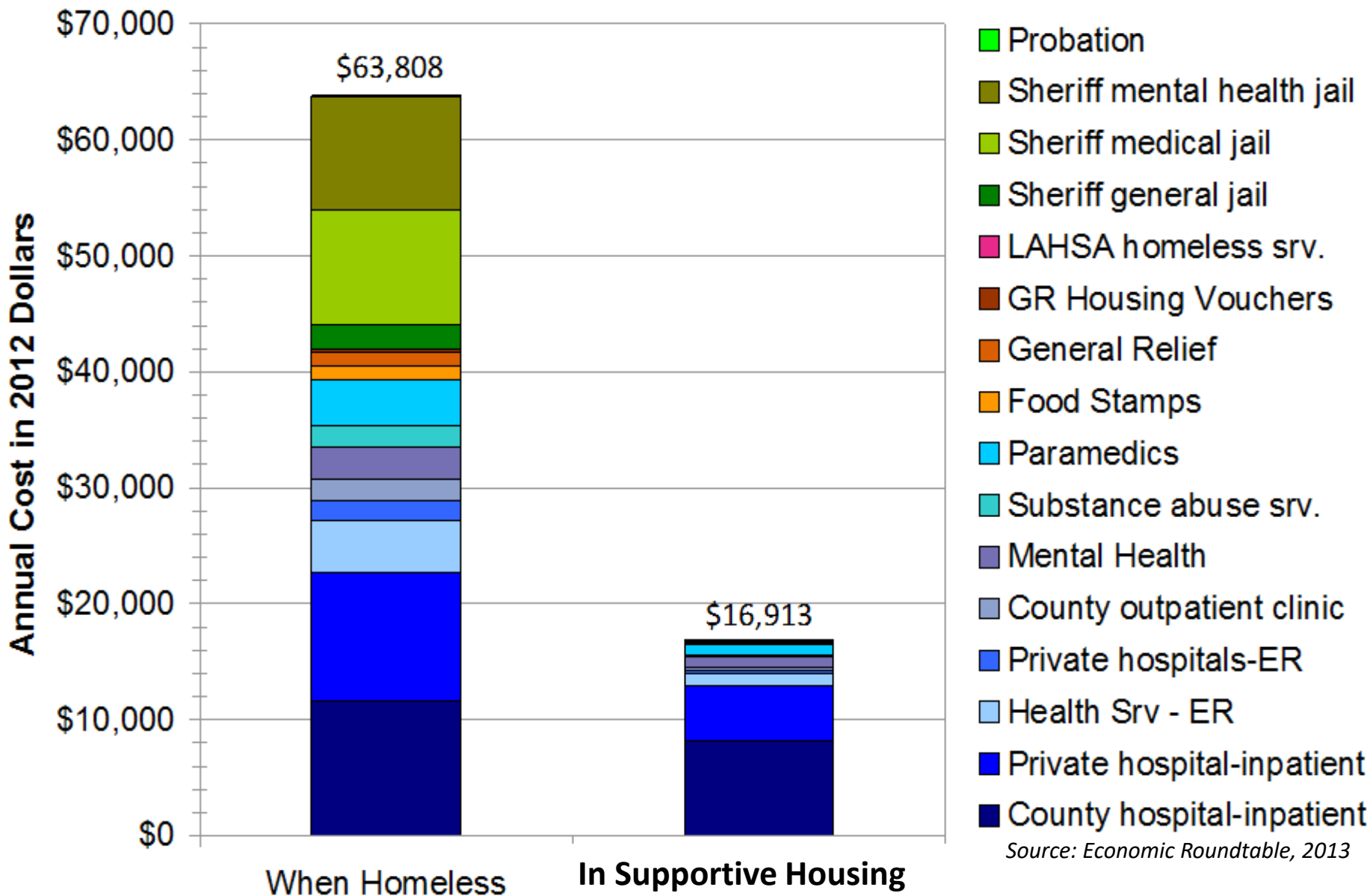


OUR MESSAGE

“We want to provide housing to people who need housing, we should not enable people to persist in situations that maintains their homelessness.”

Saving Lives *and* Public Dollars

Pre- and Post-Housing Costs for 10th Decile Patients Housed



Coalition Members - CCEH

- Consumer Advisory Council (Lived Experience)
- Catholic Charities
- Couleecap
- 7 Rivers – The Center
- La Crosse County
 - Justice Support Services
 - Youth Detention Services
 - Mental Health
 - Sheriff's Department
 - Health Department
- City of La Crosse Police Dept.
- City of La Crosse Planning Dept.
- City of La Crosse Library
- La Crosse Schools
- Holmen School District
- B.L.A.C.K.
- The Salvation Army
- Great Rivers United Way
- La Crosse Community Foundation
- Great Rivers HUB
- Gundersen
- Mayo
- Scenic Bluffs Health Center
- Consumer Credit Counseling
- Coulee Recovery Center
- Driftless Recovery
- Marine Credit Union
- Lutheran Social Services
- Hunger Task Force

- YWCA La Crosse
- New Horizons
- CVI – Center for Veterans Issues
- Veterans Outreach & Recovery Program
- Family & Children's Center
- Families First of Monroe County
- FSPA
- Vivent Health
- Cia Siab
- Head Start
- Workforce Development Board
- Wisconsin Interagency Council on Homelessness
- WISBOSCOC
- Managed Health Services
- Veteran's Administration
- La Crosse Co. Housing Authority
- City of La Crosse Housing Authority
- Independent Living Resources
- WTC
- Inclusa
- St. Clare Health Mission
- Karuna Housing
- Various Faith Based Representatives
- Various Community Members
- Aptiv
- The Parenting Place
- UW – Extension
- Viterbo
- Social Security Administration
- ICA

What Works

- *Unprecedented Collaboration:
- *System Leadership
- *Innovation & Improvement
- *Audacious Goals!

Housing First

- ✓ For *high needs*: low/no barrier to entry
- ✓ Supportive services
- ✓ Permanent (no program-imposed time-limit)

Prevention and Rapid Rehousing

- ✓ Early warning system
- ✓ Rapid Rehousing (rental assistance and case management for up to 24 months) for *moderate needs*

Coordinated Entry

- ✓ If no Coordinated Entry, cannot prioritize based on need
- ✓ By Name list – know who's out there and needing housing

Know Your Data

- ✓ Performance Metrics
- ✓ Shared goal – clear, measurable, time-bound
- ✓ Data for improvement, not judgment
- ✓ Transparency

Current Homelessness in La Crosse

Point in Time – December 22nd

- Living outside at– 25 people
- Catholic Charities Warming Center: 36 people
- New Horizons: 10 people
- Staying at Salvation Army Emergency Shelter & Salvation Army Motel Voucher Program: 52 people
- Karuna Housing: 94 people
- YWCA Ruth House: 2 people
- Total = 219 people homeless in shelter or on the street
 - 17 families (43 people)
 - 179 singles

Coordinated Entry

(Coordinated Referral System for Housing Opportunities)

➤ **21 Families with Children**

➤ **148 Singles**

➤ ***36 of whom are chronically homeless (long term homeless with a disabling condition or AODA)***

(there are singles in the community who are not in the coordinated entry system).

Strategic Plan



COULEE COLLABORATIVE TO END HOMELESSNESS

Guiding Principles...Look familiar?

Systems Improvement – System that responds effectively and rapidly to the crisis of homelessness

Collaborative Collective Impact – Strong, coordinated partnerships between agencies, sectors, and community members

Data Driven – Data-informed, results oriented approach

Client Centered – People experiencing homelessness are at the center of the system design

Housing First – Strategies and interventions must focus on returning households to safe, secure permanent housing that they can use as a starting place to address other issues

Access to affordable housing – Creatively expand the supply of affordable housing to reduce and prevent homelessness

Homelessness is a public health crisis – A home is the very foundation of collective community health

Outflow

Expand availability of housing so people can 'exit' from homelessness.

Expand 24 month and permanent housing with case management programming

Expand access to private rental market for people with barriers; Landlord Liaison; Landlord Incentives

Expand supply of supportive housing inventory and affordable housing

Prevention

Prevent homelessness, especially for households at highest risk.

Refine and improve current homeless prevention program.

Increase and integrate shelter diversion practices.

Improve coordination with other systems to prevent discharge to homelessness (i.e. healthcare; jail).

Develop a Tenant Resource Program and legal aid for eviction prevention.

Crisis Response

Enable faster transition to permanent housing and provide safe, appropriate, and trauma-informed shelter.

Build capacity to help shelters improve exits to positive housing outcomes.

Create new crisis shelter and housing options for families and youth.

Create and test a bridge housing model.

Create and test a crisis housing option for medical respite.

Access

Strengthen and improve access to services throughout the housing continuum for clients.

Continuous improvement of the Coordinated Entry process and policies.

Co-locate mainstream eligibility workers in a "one stop" navigation intake center.

Expand street outreach to ensure priority for the highest need households.

Continue to develop effective partnerships and increase collaboration.

System Infrastructure: Building capacity and determining structure to sustain; Address racial disparities in homeless system and identify solutions.

"The test of our progress is not whether we add more to the abundance of those who have much; it is whether we provide enough for those who have too little."

— Franklin D. Roosevelt, 32nd President of the United States

**The greatness of a
community is most
accurately measured by
the compassionate
actions of its members.**

Coretta Scott King