How SLC Ended Chronic Homelessness for (Most) Veterans



Melanie Zamora Director of Housing Programs The Road Home NLIHC Conference 2014



Facts About Meerkats

- •Meerkats are known to share their burrow with other animals--even snakes.
- •Meerkats learn by observing and mimicking adults. For example, meerkat adults teach their pups how to eat a venomous scorpion: they will remove the stinger and help the pup learn how to handle the creature
- •One meerkat is always on watch guard who warns everybody else of threats they are master communicators
- •Meerkats have been known to engage in social activities, including what appear to be wrestling matches and foot races.
- •Meerkats have binocular vision, wide peripheral range, depth perception, and a membrane that shields their eyes from harsh elements. Focus prevents attacks
- They can close their ears to protect them from dirt while digging
 Meerkats can reproduce at any time of the year
- •Meerkats sometimes kill other members of their group in order to optimize position.
- •ALL meerkats take care of each other

Utah/Salt Lake County Overview

- Utah Population 2.7 million (1 million in SL County)
- 85% of Veterans who are homeless live along the Wasatch Front
- FMR for a 1 bedroom in SL County is \$707
- Vacancy Rate hovers around 3%.

October 2012 – The Beginning

- VA involvement with Homeless Services Providers was Dismal
- HUD-VASH Vouchers Lay Dormant or were being targeted to Vets who were "Housing Ready"
- SSVF was a big, new, whiny baby
- Veterans were not being prioritized for housing

SLC Homeless Service Providers are GREAT Housers

- We place 500 families and 150 chronically homeless individuals into supportive housing each year—with no VA resources
- We had infrastructure down—eligibility, landlord negotiation, housing stability
- 90% of 800 households placed each year never return to the sheltering system

What We Did

- We ALL lifted ourselves up on our hind legs, stretched our necks upward and looked around. We had to change what we were doing.
- Lined up the Resources SSVF, VASH, SPC, Master Leasing, Old School TH, etc.
- We shared data and compiled a central list of names of Veterans who needed our help
- VA Homeless Outreach moved to The Road Home – centralized resources
- We stopped talking about what was hard or difficult we kept our focus on our goal

We pricked our fingers and made blood oaths

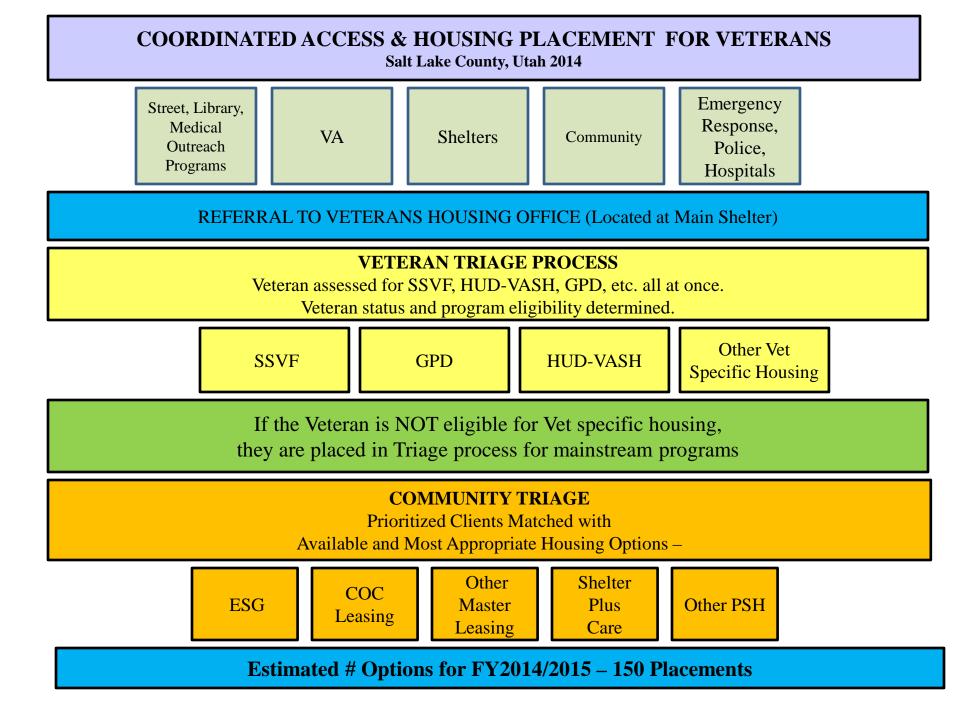


Veterans Housing Today

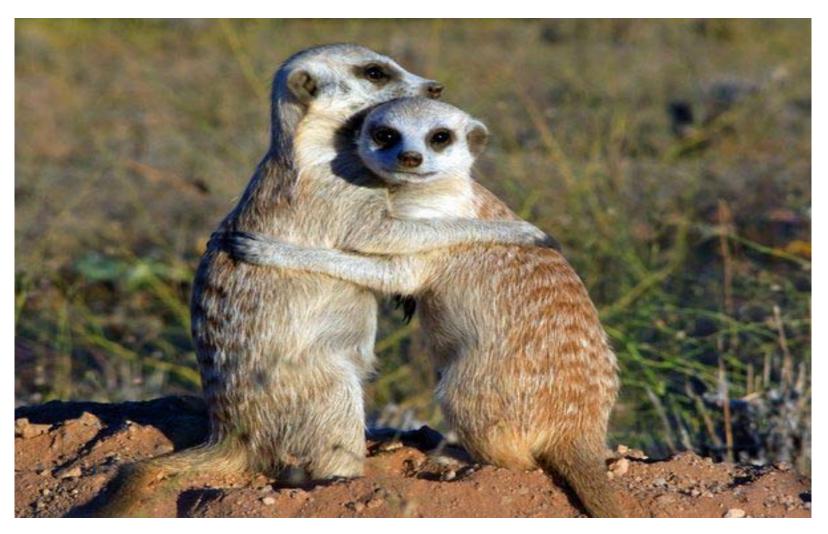
- Victory was declared twice. Both times prematurely. We had work to do
- Process improvement is continuouswe overhaul goals every quarter
- We are nimble and quick in our process improvements

PROGRESSIVE ENGAGEMENT FOR VETERANS-SALT LAKE COUNTY, UT 2014

VETERAN NEEDS	NO ASSISTANCE		RAPID REHOUSING (Launch to Housing)			I	ADDITIONAL SUPPORT	INTENSIVE, PERMANENT SUPPORT TO STABILIZE			
ELIGIBLE FOR	NO HOUSING INTERVENTION/ REFERRAL		BARRIER DEBT ELIMINATION	DEPOSIT ASSISTANCE	E SHORT TERM RENTAL ASSISTANCE		EXTENSION OF RAPID REHOUSING	HUD-VASH	COC LEASING	SHELTER PLUS CARE	PERMANENT SUPPORTIVE HOUSING
# Veterans	100		150			10	00 (subset of 150)	50 (subset of 150)			
FINANCIAL ASSISTANCE	No Financial Support		ESG or SSVF			E	ESG or HOME TBRA	HUD-VASH	COC Leasing	Shelter Plus Care	Sponsor/ Project Based Vouchers
HOUSING LOCATION SUPPORT (in all cases, housing location team and case managers help with obtaining furniture and moving in)	Referrals to Community Resources, Problem Solving, Diversion from Shelter	Assistance with applications and movement to S8, PH, Mod Rehab, other subsidy through local housing authorities	Assessment for barra and process to elin	ier debt unit i ninate w	ng Locator helps find n most cases, works ith landlord and ects/approves unit		Veteran already housed	Fixed Transitional Units (current stock is 12 homes and dwindling!)	Housing Locator finds unit, works with landlord, master leases and pre-inspects/ approves	Housing Locator helps find unit in most cases, works with landlord and inspects/approv es unit	Fixed PSH Units - Mostly congregate site
UNIT TYPE	None		Privately owned market rentals, scattered. Current vacancy Salt Lake County is >3% FMR is \$707 for 1 Bdrm					Fixed Subsidy in Scattered Sites, Master Leased or Congregate Site Housing			
STABILIZATION FOCUSED CASE MANAGEMENT	Every Veteran is engaged by a Housing Focused Case Manager		Includes case management geared toward stabilization in housing and increasing income.			le	ncludes increased evel of supportive services geared toward self- sufficiency in housing.	Tailored supportive services geared toward barrier elimination and obtaining stable housing.	Intensive customized supportive services geared toward self-sufficiency in housing.		



Everything we ever needed to know about solving Chronic Homelessness for Veterans, MEERKATS already knew.





Melanie Zamora, MPA Director of Housing Programs The Road Home Salt Lake City, Utah mzamora@theroadhome.org