
Family System Mapping

Tuesday, May 9th 1-4pm ET

Agenda

- Welcome and Introductions
- Why are we here
- [System Overview Map](#)
- [Pain Points](#) + [Bright Spots](#)
- [Possible Aims and Goals](#)
- [The Right People in the Room](#)
- Thank you + Close

Notes

Why Are We Here

Changing Homelessness, Inc. was awarded a generous grant of \$2.5 million from the Bezos Day 1 Families Fund grant program. These funds are meant to help ensure that families with children under 18 years of age experiencing homelessness are able to get the resources and housing they need.

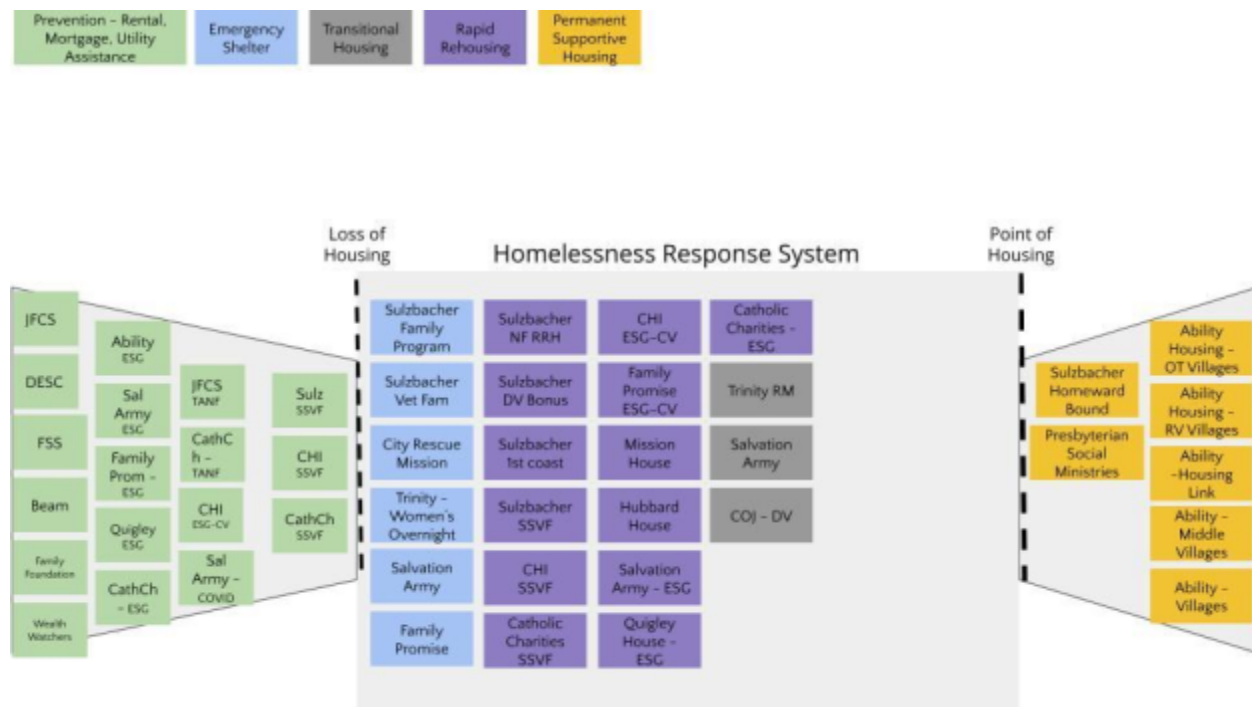
Parameters

- Cannot fund prevention
 - Diversion + Housing Stability can be funded
- Recipients must be HUD Category 1: Literally Homeless
- Recipients must have children under 18

Priorities

- Funding should fill gaps, enhance existing funding, allow us to try things that more restrictive funding sources will prohibit
 - Group decision making:
 - Consensus on scope of problem + goal
 - Agreement on how to measure progress
 - Ideas to test moving forward
-

System Overview Map



Pain Points

- **There is more demand than our supply can keep up with**
 - ~40% of HHs in Jacksonville are struggling (ALICE), but only ~10% of HHs are calling in to 211
 - 211 has only about 50-60 referrals/week (which is about 20% of the calls they get)
 - We have more people asking for help than we have help to go around
 - This is true both on a prevention side and within the homelessness system
 - To really get people out of homelessness, we need to have a minimum of 6 months of assistance (8-12 would be ideal)
- **We make people fit our programs instead of meeting them where they are**
 - On the prevention/housing stability side, we are restricted to funding things like rent/mortgage and utility payments
 - Donors/funders often limit funding to very specific types of things
 - We have very few flexible dollars to address the needs people present
 - The funding is so low that we have to braid funding streams in order to cover, and it's barely doing the job and a reporting nightmare
 - We work well together, but we lack a primary point of contact/case manager to support people through the process

- Sometimes there are gaps in the space between our agency-to-agency handoff (e.g. people need to spend a night homeless before they're eligible for services from the next agency)
- Even when someone is literally homeless, we can't just verify that, we have to move them through an extremely slow CE system before we can use homeless dollars
 - Even when they are in the system, we have to wait for the referral and the intake process (people in crisis are asked to do the same thing over and over for US)
- **Too many data systems**
 - Agencies are each good at tracking their data but the systems are different and don't always/easily talk to each other
 - Need to incentivize agencies to move over to HMIS as the agency system
- **Lack of affordable housing**
 - And existing supply is getting smaller
 - The type of housing we provide is equally important
 - Section 8/HUD-VASH, we are constricted in what we can do (lease tends to change based on income, and we are required to have a lease) + and sometimes we're limited in the number of times we can assist
- **Need to be able to support the people who work in our system & programs with living wages**
 - Currently subject to high turnover, high stress, etc.
- **We can do a better job of setting client expectations when they get housed**
 - We don't always start at the beginning explaining what we are able to do and what we aren't able to do (we have people fall through the cracks because they want something we can't currently provide)

Bright Spots

- **Flexible funding to pay for less traditional things has shown good results**
 - There used to be more flexible funds that could address the needs clients present
 - Sulzbacher has had success with the flexible funding they have had
- **Extremely strong and competent providers**
 - Long standing agencies
 - Proven history of collaboration
- **Good services for families**
 - CHOP, MHOP, bus
- **Good data**

- We know who we're serving and can easily tell you where the money is going
 - We are actually only putting partial information (at best) into HMIS

Aims and Goals

Aim (Big Picture Vision)	Goal (Attainable 12-mo Milestone)
Seamless system that people can enter & move through with ease and respect	Real life examples: <ul style="list-style-type: none"> - Of families that we have wrapped services around & moved out of the system - Of who we weren't successful with and why How do we need to tweak for the future?
A family system of care that makes homelessness brief, rare, and non-recurring	<ul style="list-style-type: none"> - To facilitate the placement and stability of 100 households - To develop a continuum of interconnected services among providers - To provide DCI to 50 households over 9 months and spend one quarter evaluating outcome
NE FL establishes a system and supports to prevent any families from becoming homeless	Decrease child homelessness by 25%
To use flex funding to divert any eligible families from entering into the juvenile homelessness system	For all housing placements to remain stably housed (100%)
Every young adult that reaches out to us is able to get assistance within 48 hours → housing!!!	Any young adult that needs housing stability actually receives stability
No one goes more than 3 days of being homeless They would receive 12 months of wrap around services to assure skills needed to sustain are understood and implemented	Housing (home ownership) within 18 months of homelessness with a support system in place
All families at risk receive holistic case management	100 families are receiving services
How families can sleep peaceful and comfortable because help is only a call	Stably housed and income gained within 6 months

away	
------	--

Right People in the Room

Need to be in the room	Don't need to be there, but should be read in
Changing Homelessness	CIS
Sulzbacher	JEA
Family Promise	Giving Closet
Catholic Charities	Generation USA Training
Jewish Families	Jacksonville Legal Aid
Family Support Services	Adult Medical Services
United Way	NFCAA
Hubbard House	Beam
DESC	City of Jacksonville
Jacksonville Housing Authority	Wealth Watchers
Ability Housing	Feeding NEFL
Jasmyn	FSCJ
Duval Public Schools	UNF
City Rescue Mission	Potter House Foods
Trinity Rescue Mission	UCOMM



--	--