

# The Supportive Housing Opportunities Planner Tool: Setting a Path to End Chronic Homelessness Locally

May 26, 2015  
1-2:15 PM EST





# Goal for today's discussion

- To help communities set a path to end chronic homelessness locally using the SHOP Tool;
- To provide useful information on how best to use the tool;
- To hear from communities already implementing the tool on their strategies for success;
- To answer any additional questions.



# Presenters

## **Lindsay Knotts, Moderator**

U.S. Interagency Council on Homelessness (USICH)

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U.S. Interagency Council on Homelessness (USICH)

## **Marcy Thompson**

U.S. Department of Housing and Urban Development (HUD)

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Miami-Dade County Homeless Trust

## **Eric Gammons**

Catholic Services of Acadiana



# Webinar Format

- Webinar will last 75 minutes.
- Approximately 30 minutes have been reserved at the end of the webinar for Q&A.
- Audience members who would like to pose a question can do so at any time through the “Question” function found in the “GoToWebinar” toolbar.
- Call audience members are muted due to the high number of participants.
- Call will be recorded and posted to the USICH website. A link to the recording will be emailed to all registrants.



# *Opening Doors: Federal Strategic Plan to Prevent and End Homelessness*

*No one should experience homelessness and no one should be without a safe, stable place to call home.*



- 1. Prevent and end homelessness among Veterans by 2015.**

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- 2. Finish the job of ending chronic homelessness by 2017.**

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- 3. Prevent and end homelessness for families, youth and children by 2020.**

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- 4. Set a path to end all types of homelessness.**



# HUD and the Prioritization of Permanent Supportive Housing

- Number of dedicated beds increased from 24,760 in 2007 to 56,766 in 2014
  - Only 30% of all permanent supportive housing targeted to persons experiencing chronic homelessness
- To meet the goal of ending chronic homelessness, more available permanent supportive housing needs to be targeted to this population
- *Notice on Prioritizing Persons Experiencing Chronic Homelessness and Other Vulnerable Homeless Persons in Permanent Supportive Housing and Recordkeeping Requirements for Documenting Chronic Homeless Status*



# SHOP Tool

How can communities make sure they have enough available permanent supportive housing units for people experiencing chronic homelessness?

**SUPPORTIVE HOUSING OPPORTUNITIES PLANNER (SHOP): USING PERMANENT SUPPORTIVE HOUSING TO END CHRONIC HOMELESSNESS**

Click Cell Below - Contains Drop-down List

CoC/State Name:



United States Interagency Council on Homelessness  
Preventing and Ending Homelessness in the United States

INPUTS		IMPACTS						
		2014	2015	2016	2017			
<b>A</b>	<b>182</b> = Individuals experiencing chronic homelessness (default: local 2014 Point-In-Time Count data)	<b>1</b>	Number of individuals exp. chronic homelessness at beginning of year	182	182	190	209	
<b>B</b>	<b>30%</b> = Annualization factor (inflow/undercount)	<b>2</b>	Number newly entering or not counted in PIT	54	55	57	63	
<b>C</b>	<b>548</b> = Total inventory of permanent supportive housing (PSH) units for households without children (default: local 2014 Housing Inventory Count data)	<b>3</b>	<b>Annual need</b>	<b>236</b>	<b>237</b>	<b>248</b>	<b>272</b>	
<b>D</b>	<b>15%</b> = % of PSH units that turnover annually	<b>4</b>	Total available PSH inventory for households without children	548	548	548	548	
<b>E</b>	<b>51%</b> = % of PSH dedicated to chronic homelessness (default: local 2014 Housing Inventory Count data)	<b>5</b>	PSH units dedicated to chronic homelessness	51%	282	282	282	
<b>F</b>	<b>30%</b> = % of non-dedicated PSH prioritizing people experiencing chronic homelessness	<b>6</b>	Annual turnover of dedicated PSH units	15%	42	36	30	26
<b>G</b>	<b>0</b> = Newly created PSH units available in 2014	<b>7</b>	Total non-dedicated PSH for households without children	266	266	266	266	
<b>H</b>	<b>0</b> = Newly created PSH units available in 2015	<b>8</b>	Annual turnover of non-dedicated PSH units	15%	40	34	29	25
<b>I</b>	<b>0</b> = Newly created PSH units available in 2016	<b>9</b>	Non-dedicated PSH units prioritized for chronic homelessness	30%	12	10	9	7
<b>J</b>	<b>0</b> = Newly created PSH units available in 2017	<b>10</b>	CH individuals housed through dedicated turnover PSH	42	36	30	26	
		<b>11</b>	CH individuals housed through prioritized turnover PSH	12	10	9	7	
		<b>12</b>	CH individuals housed through newly created PSH	-	-	-	-	
		<b>13</b>	<b>Total housed</b>	<b>54</b>	<b>46</b>	<b>39</b>	<b>33</b>	
		<b>14</b>	<b>Number of individuals exp. chronic homelessness at year-end</b>	<b>182</b>	<b>190</b>	<b>209</b>	<b>238</b>	
		<b>15</b>	Percent Change since 2014		5%	15%	31%	



# Purpose of the SHOP Tool

Designed to help communities:

- Set a path to end chronic homelessness locally
- Identify the specific set of strategies:
  - increasing the prioritization of existing units
  - or creating new permanent supportive housing – needed to achieve the goal in 2017 or earlier.



## THE SUPPORTIVE HOUSING OPPORTUNITIES PLANNER (SHOP) TOOL: SETTING A PATH TO END CHRONIC HOMELESSNESS LOCALLY

The Administration is committed to achieving the goal of ending chronic homelessness as set in *Opening Doors: The Federal Strategic Plan to Prevent and End Homelessness*. Achieving this goal entails ensuring that communities have enough permanent supportive housing units available to serve people currently experiencing chronic homelessness and to prevent people with disabling conditions from becoming chronically homeless in the future.<sup>1</sup>

Shortfalls in the number of available permanent supportive housing nationally have forced us to move the national goal of ending chronic homelessness from 2015 to 2017. In addition, communities have not always ensured that supportive housing units prioritize people experiencing chronic homelessness. The President's 2016 Budget requests resources to increase the nation's inventory of permanent supportive housing by 25,500 units. Achieving the goal also requires communities to prioritize supportive housing units that naturally turnover to individuals experiencing chronic homelessness, and to reallocate existing funds where possible to increase permanent supportive housing.

### Purpose of the Tool

A critical first step to ending chronic homelessness is to determine what specific combination of strategies are needed to increase the availability of permanent supportive housing locally, which depends on the local supply and availability of supportive housing. Some communities with a large supply of permanent supportive housing can make significant progress towards the goal by improving the targeting of existing units. Most communities will also need to create new supportive housing through both targeted grants (e.g. Continuum of Care Program funding) and mainstream resources (e.g. Housing Choice Vouchers and Medicaid and behavioral health funding).

The Supportive Housing Opportunities Planner (SHOP) tool is designed to help communities set a path to end chronic homelessness locally. Specifically, the SHOP tool helps communities identify the specific set of strategies—increasing the prioritization of existing units and new supportive housing creation—needed to achieve the goal in 2017 or earlier. For example, communities can use the tool to determine that they can achieve an end to chronic homelessness in 2017 by ensuring that 80% of their existing permanent supportive housing turnover units are prioritized to people experiencing chronic homelessness and by creating 50 new units of permanent supportive housing over the next three years. Another community may use the tool to determine that they can achieve the goal by prioritizing all of existing turnover units to individuals experiencing chronic homelessness without creating any new units.

Communities and Continuums of Care should familiarize themselves with the instructions below and then convene discussions with local stakeholders to collaboratively review the tool. They can then work together to change the basic inputs in the plan—the percentage of turnover units that will be prioritized to chronic homelessness and the number of

<sup>1</sup> The *Opening Doors* goal to end chronic homelessness consists of ending homelessness among individuals experiencing chronic homelessness, including unaccompanied youth between the ages of 18 and 24. Consequently, the scope of the tool covers individuals experiencing chronic homelessness. Families experiencing chronic homelessness are included in the *Opening Doors* goal to end homelessness among families, youth, and children by 2020.



# How to Use the SHOP Tool

## Input Section

## Impact Section

INPUTS	
A	182 = Individuals experiencing chronic homelessness (default: local 2014 Point-In-Time Count data)
B	30% = Annualization factor (inflow/undercount)
C	548 = Total inventory of permanent supportive housing (PSH) units for households without children (default: local 2014 Housing Inventory Count data)
D	15% = % of PSH units that turnover annually
E	51% = % of PSH dedicated to chronic homelessness (default: local 2014 Housing Inventory Count data)
F	30% = % of non-dedicated PSH prioritizing people experiencing chronic homelessness
G	0 = Newly created PSH units available in 2014
H	0 = Newly created PSH units available in 2015
I	0 = Newly created PSH units available in 2016
J	0 = Newly created PSH units available in 2017

IMPACTS		2014	2015	2016	2017
1	Number of individuals exp. chronic homelessness at beginning of year	182	182	190	209
2	Number newly entering or not counted in PIT	54	55	57	63
3	<b>Annual need</b>	<b>236</b>	<b>237</b>	<b>248</b>	<b>272</b>
4	Total available PSH inventory for households without children	548	548	548	548
5	PSH units dedicated to chronic homelessness	51%	282	282	282
6	Annual turnover of dedicated PSH units	15%	42	36	30
7	Total non-dedicated PSH for households without children	266	266	266	266
8	Annual turnover of non-dedicated PSH units	15%	40	34	29
9	Non-dedicated PSH units prioritized for chronic homelessness	30%	12	10	9
10	CH individuals housed through dedicated turnover PSH	42	36	30	26
11	CH individuals housed through prioritized turnover PSH	12	10	9	7
12	CH individuals housed through newly created PSH	-	-	-	-
13	<b>Total housed</b>	<b>54</b>	<b>46</b>	<b>39</b>	<b>33</b>
14	Number of individuals exp. chronic homelessness at year-end	182	190	209	238
15	Percent Change since 2014		5%	15%	31%



# How to Use the SHOP Tool

CoC/ State Name:

Click Cell Below - Contains Drop-down List

AK - Alaska (state)	▼
AK - Alaska (state)	▲
AK - Alaska Balance of State CoC	
AK - Anchorage CoC	
AL - Alabama (state)	
AL - Alabama Balance of State CoC	
AL - Birmingham/Jefferson, St. Clair, Shelby Counties CoC	
AL - Florence/Northwest Alabama CoC	
AL - Gadsden/Northeast Alabama CoC	▼



# Input Section Fields



INPUTS			
<b>A</b>	<b>182</b>	=	Individuals experiencing chronic homelessness (default: local 2014 Point-In-Time Count data)
<b>B</b>	<b>30%</b>	=	Annualization factor (inflow/undercount)
<b>C</b>	<b>548</b>	=	Total inventory of permanent supportive housing (PSH) units for households without children (default: local 2014 Housing Inventory Count data)
<b>D</b>	<b>15%</b>	=	% of PSH units that turnover annually
<b>E</b>	<b>51%</b>	=	% of PSH dedicated to chronic homelessness (default: local 2014 Housing Inventory Count data)
<b>F</b>	<b>30%</b>	=	% of non-dedicated PSH prioritizing people experiencing chronic homelessness
<b>G</b>	<b>0</b>	=	Newly created PSH units available in 2014
<b>H</b>	<b>0</b>	=	Newly created PSH units available in 2015
<b>I</b>	<b>0</b>	=	Newly created PSH units available in 2016
<b>J</b>	<b>0</b>	=	Newly created PSH units available in 2017



# Impacts Section Fields

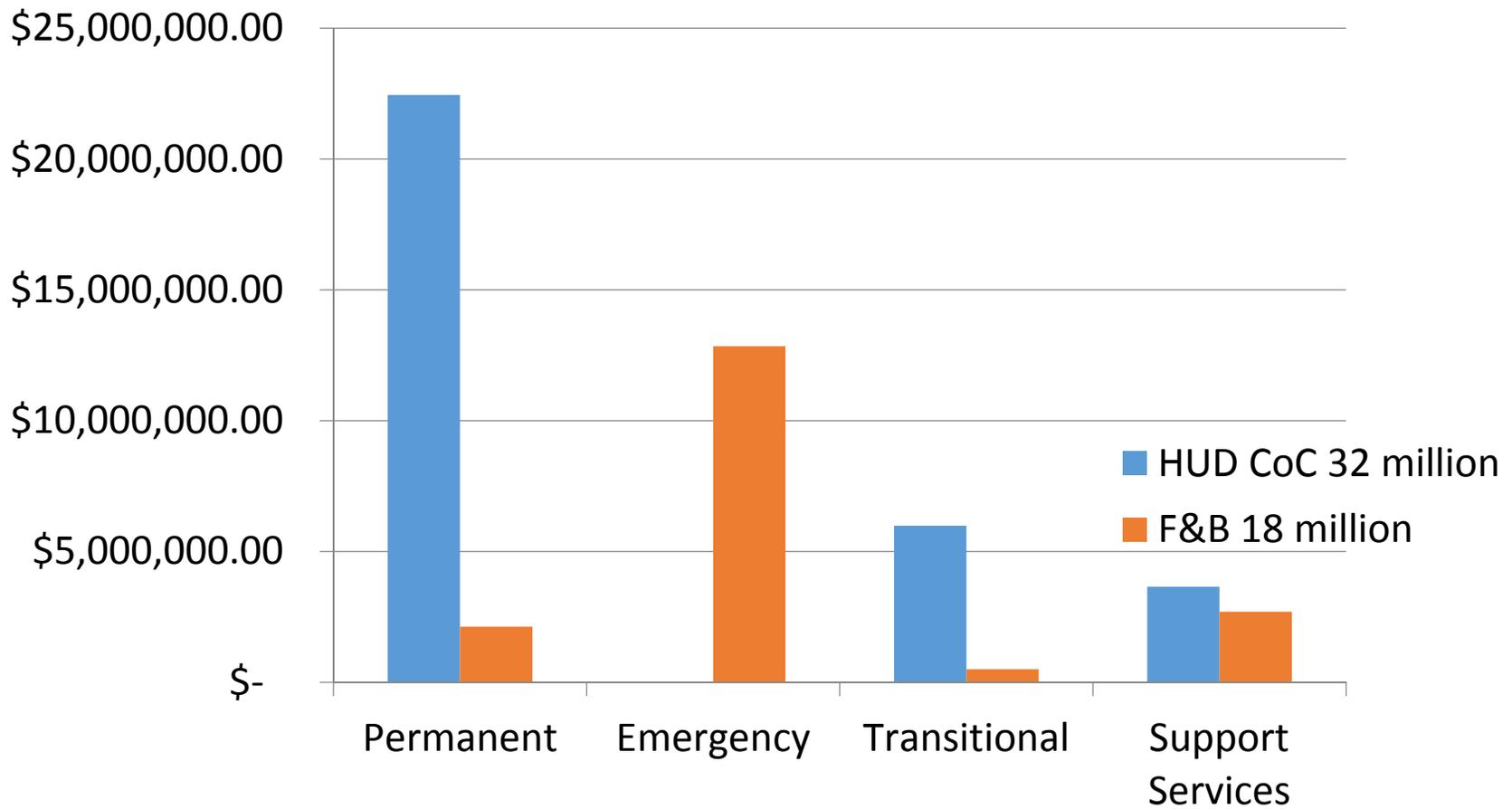


IMPACTS				2014	2015	2016	2017
1	Number of individuals exp. chronic homelessness at beginning of year			182	182	190	209
2	Number newly entering or not counted in PIT			54	55	57	63
3	<b>Annual need</b>			<b>236</b>	<b>237</b>	<b>248</b>	<b>272</b>
4	Total available PSH inventory for households without children			548	548	548	548
5	PSH units dedicated to chronic homelessness	51%		282	282	282	282
6	Annual turnover of dedicated PSH units	15%		42	36	30	26
7	Total non-dedicated PSH for households without children			266	266	266	266
8	Annual turnover of non-dedicated PSH units	15%		40	34	29	25
9	Non-dedicated PSH units prioritized for chronic homelessness	30%		12	10	9	7
10	CH individuals housed through dedicated turnover PSH			42	36	30	26
11	CH individuals housed through prioritized turnover PSH			12	10	9	7
12	CH individuals housed through newly created PSH			-	-	-	-
13	<b>Total housed</b>			<b>54</b>	<b>46</b>	<b>39</b>	<b>33</b>
14	<b>Number of individuals exp. chronic homelessness at year-end</b>			<b>182</b>	<b>190</b>	<b>209</b>	<b>238</b>
15	Percent Change since 2014				5%	15%	31%

Miami-Dade County  
Continuum of Care  
**Three Year Plan to End  
Chronic Homelessness by  
2017**



# Miami-Dade Budget



# 2015 Census Results

- On January 22, 2015, there were 4,152 sheltered and unsheltered persons in our CoC geography
  - N = 1,007 unsheltered
  - N = 3,145 sheltered
  
- Chronically Homeless
  - N = 601

# SHOP Tool Inputs

INPUTS		
A	688	= Individuals experiencing chronic homelessness (default: local 2014 Point-In-Time Count data)
B	27%	= % of A (default: local 2014 Point-In-Time Count data)
C	2,028	= Total inventory of permanent supportive housing (PSH) units for households without children (default: local 2014 Housing Inventory Count data)
D	15%	= % of PSH units that turnover annually
E	41%	= % of PSH dedicated to chronic homelessness (default: local 2014 Housing Inventory Count data)
F	78%	= % of PSH dedicated to chronic homelessness (default: local 2014 Housing Inventory Count data) Edited using 2014 CoC Application Tool: Prioritize Non-Dedicated beds
G		= Newly created PSH units available in 2014
H	196	= Newly created PSH units available in 2015
I	78	= Newly created PSH units available in 2016
J	65	= Newly created PSH units available in 2017

Edited to account for 2015 PIT # (601)

Edited using 2014 CoC Application Tool: Prioritize Non-Dedicated beds

MOU w/PHA (25), F&B (6)

MOU w/PHA (25), Tax Credits (64), CoC New (54), F&B (6)

MOU w/PHA (25), F&B (6)

# SHOP Tool Impacts

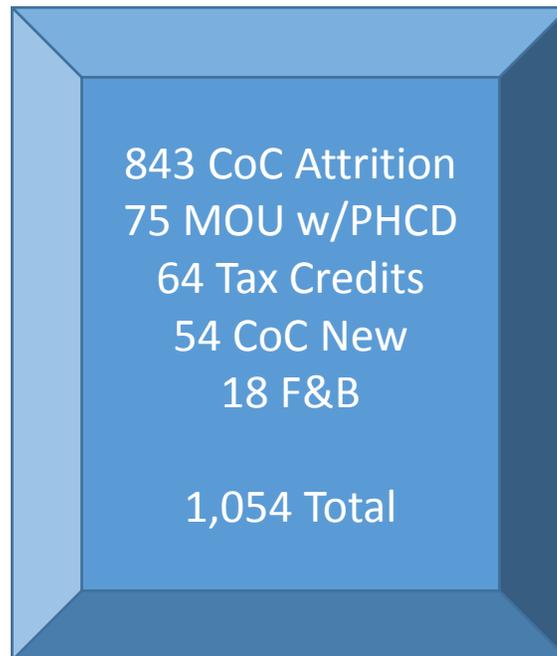
IMPACTS					2014	2015	2016	2017
1	Number of individuals exp. chronic homelessness at beginning of year				688	609	400	285
2	Number newly entering or not counted in PIT				185	164	108	77
3	<b>Annual need</b>				<b>873</b>	<b>773</b>	<b>508</b>	<b>362</b>
4	Total available PSH inventory for households without children				2,028	2,028	2,177	2,208
5	PSH units dedicated to chronic homelessness	41%			838	838	838	838
6	Annual turnover of dedicated PSH units	15%			125	106	91	77
7	Total non-dedicated PSH for households without children				1,190	1,190	1,339	1,370
8	Annual turnover of non-dedicated PSH units	15%			179	152	129	110
9	Non-dedicated PSH units prioritized for chronic homelessness	78%			139	118	101	86
10	CH individuals housed through dedicated turnover PSH				125	106	91	77
11	CH individuals housed through prioritized turnover PSH				139	118	101	86
12	CH individuals housed through newly created PSH				-	149	31	31
13	<b>Total housed</b>				<b>264</b>	<b>373</b>	<b>223</b>	<b>194</b>
14	<b>Number of individuals exp. chronic homelessness at year-end</b>				<b>609</b>	<b>400</b>	<b>285</b>	<b>168</b>
15	Percent Change since 2014					-34%	-53%	-72%

# How Do We Make 1,222 Units of PH & PSH Available?

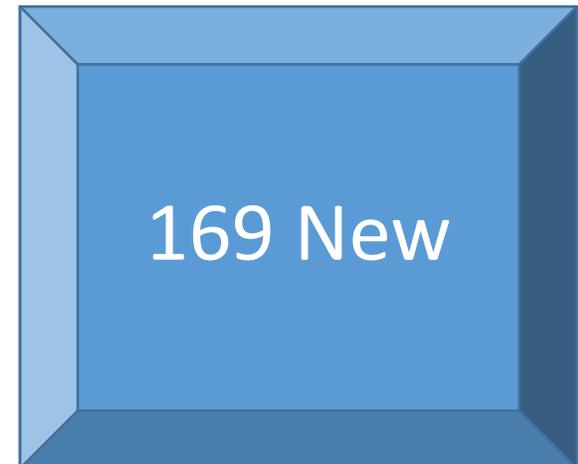
How many units do we need?



How many units in process?



How many need to be developed?



# How Did We Use the SHOP Tool to Inform CoC Planning?

INPUTS		
A	688	= Individuals experiencing chronic homelessness (default: local 2014 Point-In-Time Count data)
B	27%	= Annualization factor (inflow/undercount)
C	2,028	= Total inventory of permanent supportive housing (PSH) units for households without children (default: local 2014 Housing Inventory Count data)
D	15%	= % of PSH units that turnover annually
E	41%	= % of PSH dedicated to chronic homelessness (default: local 2014 Housing Inventory Count data)
F	78%	= % of non-dedicated PSH prioritizing people experiencing chronic homelessness
G		= Newly created PSH units available in 2014
H	196	= Newly created PSH units available in 2015
I	78	= Newly created PSH units available in 2016
J	65	= Newly created PSH units available in 2017

MOU w/PHA (25), F&B (6)+47

MOU w/PHA (25), Tax Credits (64), CoC New (54), F&B (6)+47

MOU w/PHA (25), F&B (6)+34

# How the SHOP Informed the Miami-Dade CoC Planning

- In 2015, \$750,000 of NEW Food and Beverage tax collections will go towards developing 47 PSH units using a Housing First model
  
- In 2016, Miami-Dade CoC will need to identify 47 NEW PSH, and another 34 NEW PSH in 2017
  
- Opportunities being explored:
  - Reallocation of CoC and F&B tax resources
  - CoC NEW bonus projects
  - PHA homeless set-aside
  - MOU w/ SAMHSA Managing Entity to leverage service funding

# Lafayette, LA: SHOP Tool

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# Introduction to Lafayette, LA Region

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- Statistical area of Lafayette–Opelousas–Morgan City was 611,774 according to 2012 estimates
- Located on primary interstate and highways (I-10) - (I-49)
- Economy mainly mining (oil), agriculture, and health care
- Homeless population has steadily decreased from a high of 731 in 2009 to 433 in 2015.
- Chronically homeless population currently at 63

# Why we are using the SHOP Tool

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- State of Louisiana 10-Year Plan to End Homelessness
  - Statewide system mapping effort to identify PSH needs
  - Individual CoC results will be used for resource decisions made by the Louisiana Housing Corporation
- Regional – 8 parishes(counties) planning process
  - Coordinated Entry
  - Developing new PSH units
  - Prioritizing turnover PSH beds
  - Resource development for homeless funding

# Information Sources

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- Homeless Management Information System – Regional data
  - 2015 Housing Inventory Chart
  - 2015 Point in Time Count
  - PSH HMIS data
  - Historical data sets

# Regional Adjustments

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## Regional Adjustments

- **2015** Point in Time and HIC data was applied to the tool.
- **35%** = Annualization factor (inflow/undercount) \* *National is 30%*
- **27%** = of PSH units that turnover annually \* *National is 15%*
- **80%** = of non-dedicated PSH prioritizing people experiencing chronic homelessness
- **8** = Newly created PSH units available in 2015

# SHOP Tool 2015 Inputs

## CoC LA-500

INPUTS		
A	65	= Individuals experiencing chronic homelessness (default: local 2015 Point-In-Time Count data)
B	35%	= Annualization factor (inflow/undercount)
C	126	= Total inventory of permanent supportive housing (PSH) units for households without children (default: local 2015 Housing Inventory Count data)
D	27%	= % of PSH units that turnover annually (Based on 2014 HMIS Data)
E	60%	= % of PSH dedicated to chronic homelessness (default: local 2015 Housing Inventory Count data)
F	80%	= % of non-dedicated PSH prioritizing people experiencing chronic homelessness
G	8	= Newly created PSH units available in 2015
H	8	= Newly created PSH units available in 2016
I	14	= Newly created PSH units available in 2017
J	8	= Newly created PSH units available in 2018

# SHOP Tool 2015 Impacts

## CoC LA-500

IMPACTS						
		<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>	
<b>1</b>	Number of individuals exp. chronic homelessness at beginning of year	65	48	34	15	
<b>2</b>	Number newly entering or not counted in PIT	22	17	12	5	
<b>3</b>	<b>Annual need</b>	<b>87</b>	<b>65</b>	<b>46</b>	<b>21</b>	
<b>4</b>	Total available PSH inventory for households without children	126	134	142	156	
<b>5</b>	PSH units dedicated to chronic homelessness	60%	76	76	76	
<b>6</b>	Annual turnover of dedicated PSH units	27%	20	15	11	8
<b>7</b>	Total non-dedicated PSH for households without children	50	58	66	80	
<b>8</b>	Annual turnover of non-dedicated PSH units	27%	14	10	7	5
<b>9</b>	Non-dedicated PSH units prioritized for chronic homelessness	80%	11	8	6	4
<b>10</b>	CH individuals housed through dedicated turnover PSH	20	15	11	8	
<b>11</b>	CH individuals housed through prioritized turnover PSH	11	8	6	4	
<b>12</b>	CH individuals housed through newly created PSH	8	8	14	8	
<b>13</b>	<b>Total housed</b>	<b>39</b>	<b>31</b>	<b>31</b>	<b>20</b>	
<b>14</b>	<b>Number of individuals exp. chronic homelessness at year-end</b>	<b>48</b>	<b>34</b>	<b>15</b>	<b>1</b>	
<b>15</b>	Percent Change since 2015			-29%	-68%	-99%

# SHOP Regional Results

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Our Regional Strategy –

Only new supportive housing creation:

- **8 new PSH units** in 2016
- **14 new PSH units** in 2017
- **8 new PSH units** in 2018

And with an additional increase of non-dedicated PSH prioritizing by 20% more, new supportive units creation:

- **8 new PSH units** in 2016
- **8 new PSH units** in 2017
- **3 new PSH units** in 2018

# How the Tool is being used in Lafayette

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- Informed Discussions:
  - PSH providers – increase prioritization %'s
  - Coordinated Entry team – target non-prioritized units for CH
  - Local Entitlement Entity – Resource investment
  
- Future Discussions:
  - CoC Board – Reallocation of CoC and ESG funding
  - Louisiana Housing Corporation – Resource Allocation
  - Public Housing Authority/811 Projects – Access to Subsidized housing for PSH turnover

# Challenges

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- Accuracy of Chronically Homeless PIT count
- Turnover - Outflow and deaths
  - Factoring in effort to move non-chronically homeless individuals out of PSH into less intensive, more appropriate housing resources
- % of PSH dedicated increases with new PSH development (Line E)
- Regional rural demands – Chronically Homeless in rural areas not well served by PSH



# Resources

- [\*Supportive Housing Opportunities Planner \(SHOP\) Tool\*](#)
- [\*HUD's Notice on Prioritizing Persons Experiencing Chronic Homelessness and Other Vulnerable Persons in Permanent Supportive Housing and FAQs\*](#)
- [\*Creating Effective Systems to End Homelessness: A Guide to Reallocating Funds in the CoC Program\*](#)



# Q & A



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