

COVID-19 Future Planning for the Homelessness Response System: Lessons Learned from Birmingham, Detroit, and New Orleans

July 27, 2020

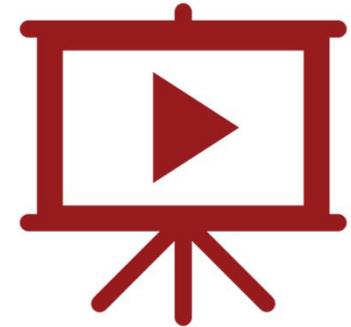
2:00pm-3:30pm ET





Webinar Format

- 90 minute webinar (includes Q&A)
- Use the question and answer feature at any time – there will be a moderated Q&A following the presentation
- If you are having technical difficulties, try exiting the webinar and logging back in
- For resources and answers to more specific questions, visit [the USICH COVID-19 page](#) and/or use the [HUD Exchange Ask-A-Question \(AAQ\) Portal](#)



This webinar will be recorded and posted to www.usich.gov within 2-3 days.



Webinar Agenda

- Intros/overview
- Birmingham (AL)
 - **Gordon Sullivan**, Director of Operations, One Roof
- Detroit (MI)
 - **Tasha Gray**, Executive Director, Homeless Action Network of Detroit
 - **Terra Linzner**, Homelessness Solutions Director, City of Detroit, Housing and Revitalization Department
- New Orleans (LA)
 - **Marjorianna Willman**, Director of Housing Policy and Community Development, City of New Orleans
 - **Martha Kegel**, Executive Director, UNITY of Greater New Orleans
- Moderated Q&A
- Wrap-up and closing



Gordon Sullivan, MPA

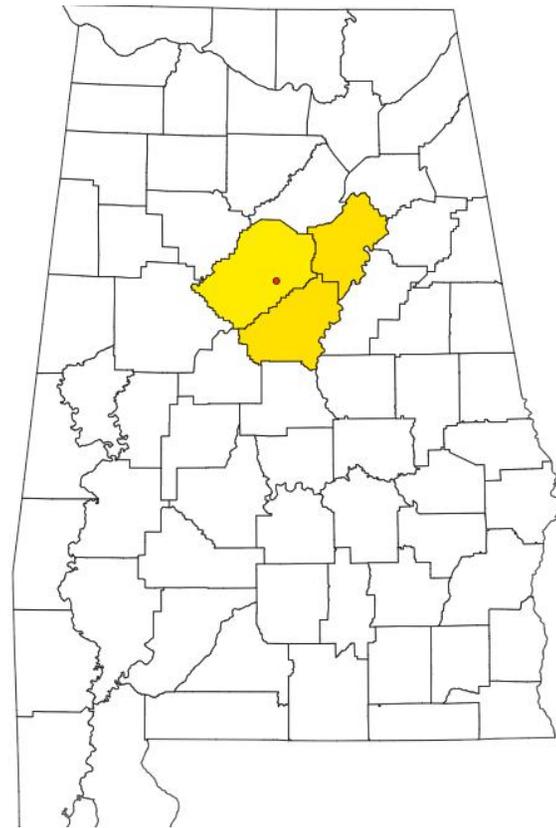
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Director of Operations

Gordon@oneroofonline.org

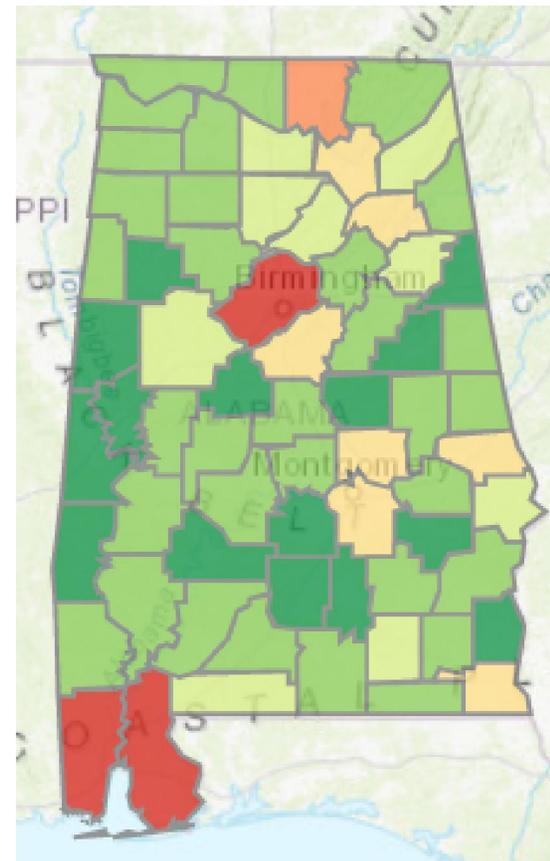
Who is One Roof?

- One Roof is the CoC & HMIS Lead for central Alabama
 - Tri-county Metro area
 - Urban, Suburban, & Rural
- Estimated total population within CoC: 965,787
- 2020 Point-in-Time Data:
 - Sheltered – 601
 - Unsheltered – 247

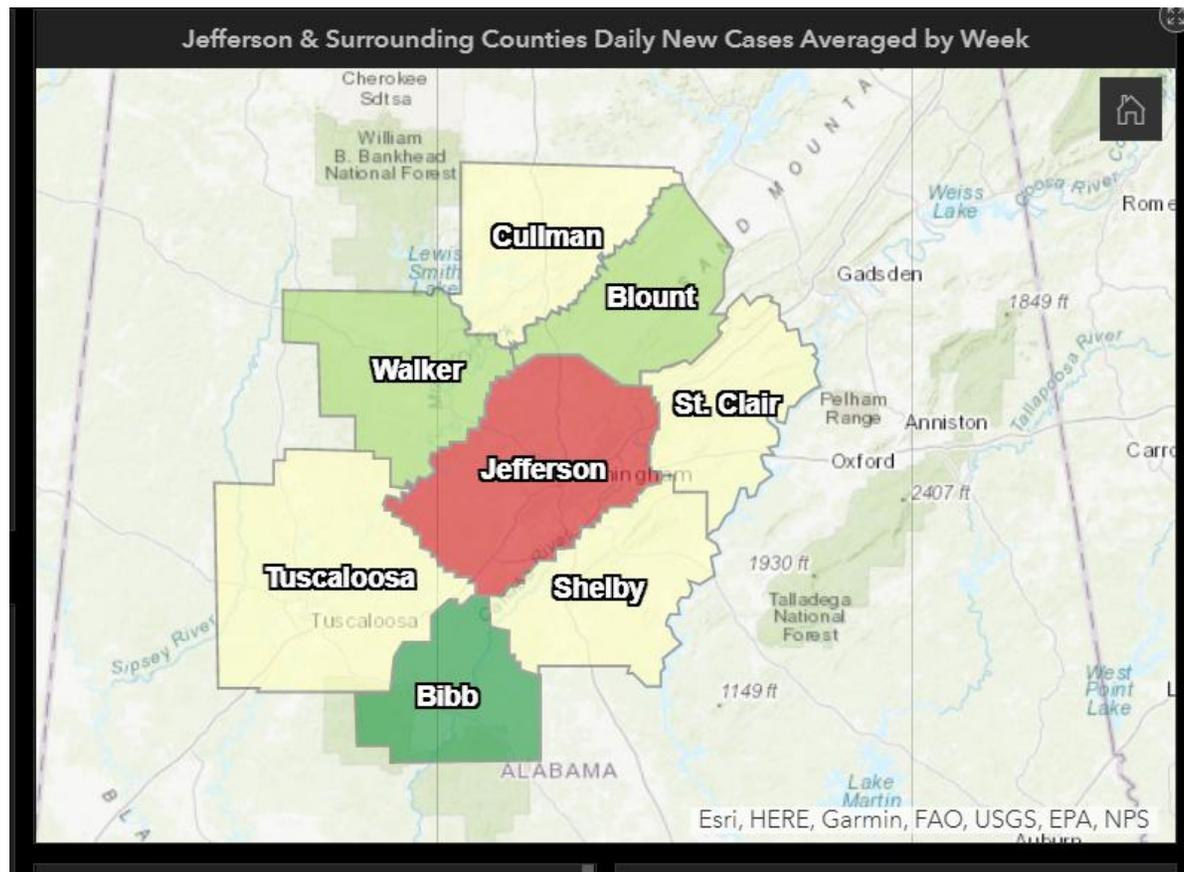


Alabama COVID-19 Data

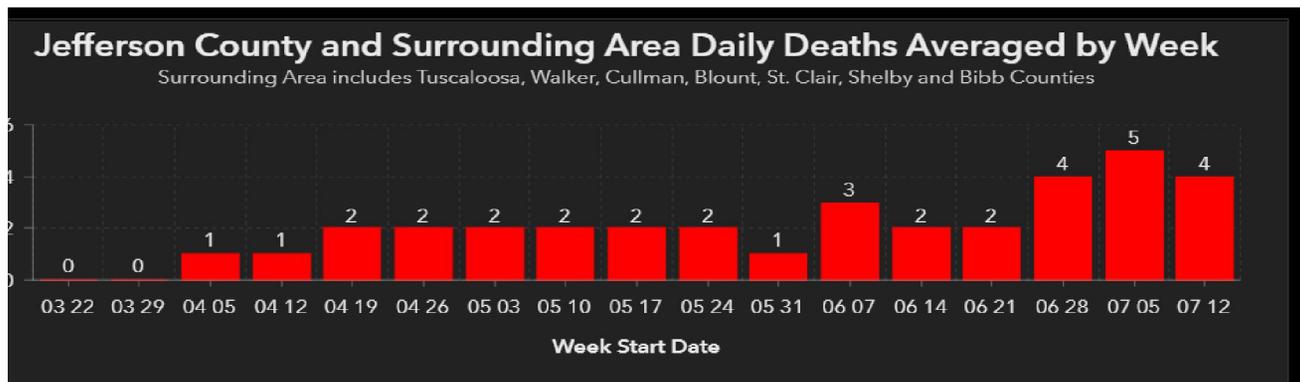
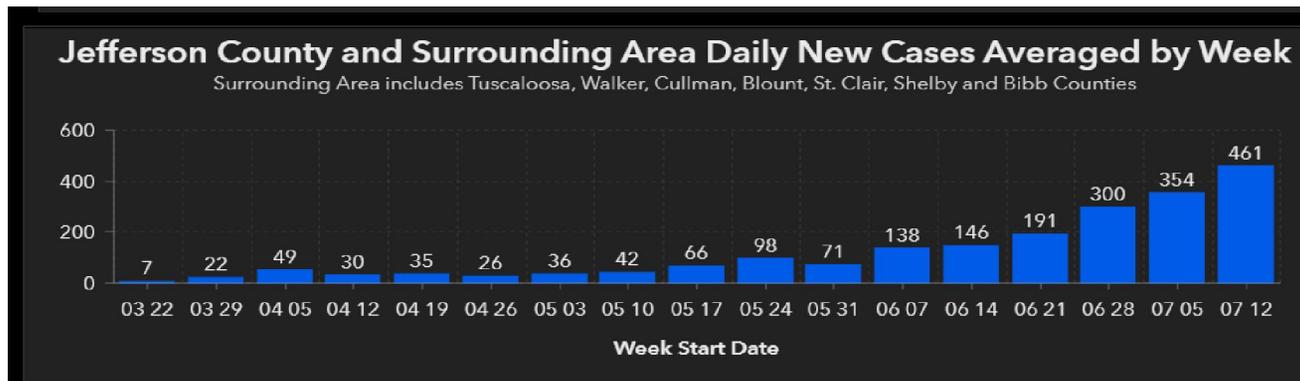
CASES	DEATHS
74,365 1,640	1,395 43
CONFIRMED PROBABLE	CONFIRMED PROBABLE
LAST 14 DAYS	*TOTAL HOSPITALIZATIONS To Date Updates M-F at 3 p.m.
23,334 167,811	8995
CASES TESTED	STATEWIDE
TOTAL TESTED	PRESUMED RECOVERIES Updated Weekly
627,344	32,510
STATEWIDE	STATEWIDE



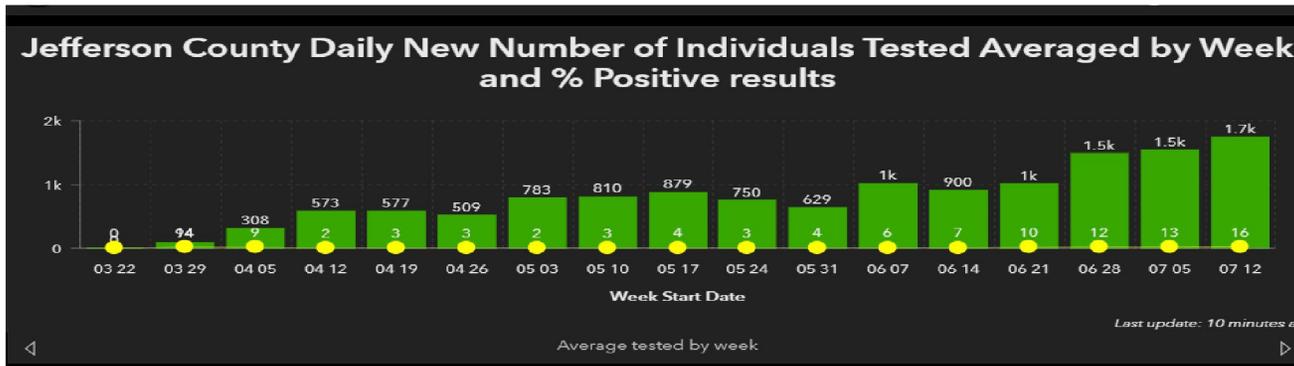
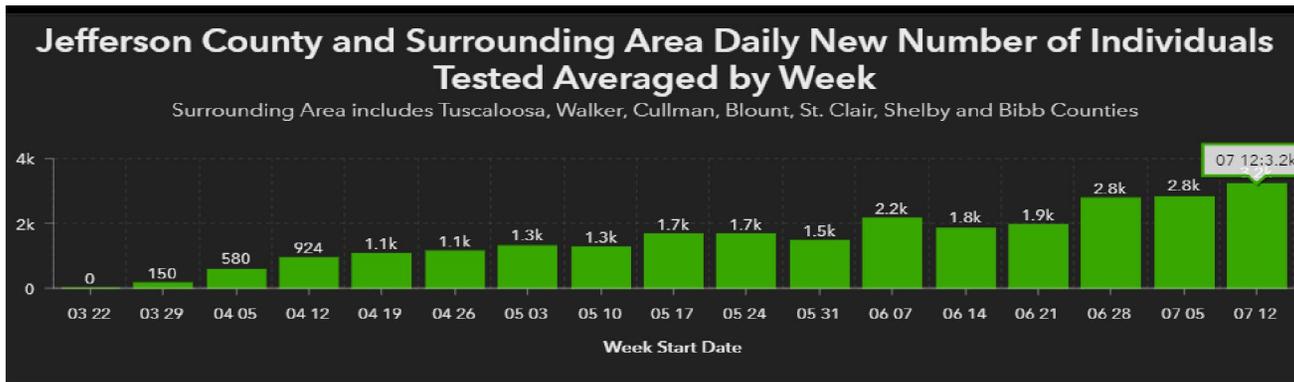
Central Alabama COVID-19 Data

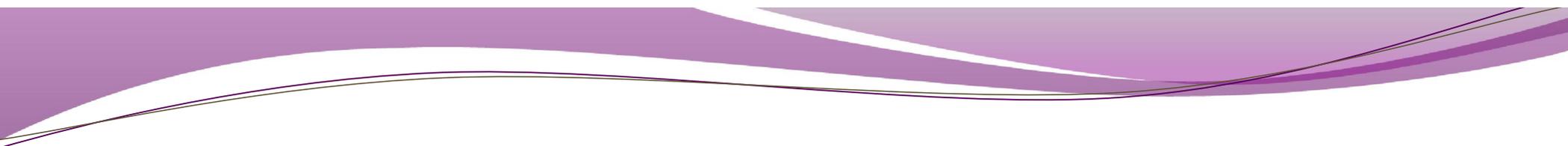


Central Alabama COVID-19 Data



Central Alabama COVID-19 Data





Central Alabama's Response Strategy

Jefferson County Unified Command HUB

- Headed by Health Dept. & Emergency Services
 - Includes all partners: local governments, hospitals, CoC, service providers, community leaders
 - CoC is part of the Special Populations Sub Committee
- Structure isn't perfect, but allowed for local prioritization and coordination across several systems of care.

Testing Strategies

During Minimal Community Spread

- Jefferson County Department of Health Testing Tent
 - Early testing strategy for sheltered & unsheltered individuals who are symptomatic
 - On-call testing site with CoC conducting intake
 - Lesson Learned: If you build it \neq they will come

During Moderate Community Spread

- Partnerships with other Community testing sites
 - Testing for symptomatic & asymptomatic individuals who had potential exposure

Testing Strategies

During Substantial Community Spread (now)

- Facility-wide testing in shelters and other congregate living facilities
 - Partnership with a CoC Service Provider to conduct testing
 - Testing of all guests and facility staff members
- Lessons Learned:
 - Finalize plans for when tests results come back positive.
 - Be prepared for test results to be delayed

Safety Strategies for Emergency Shelters

- Constant communication with partners is key
 - Daily / Weekly calls with shelter providers
 - No shelters closed, but many significantly cut services offered
 - CoC worked closely to resume services and permanent housing pathways
- Significant changes were made to shelter operations per HUD and CDC recommendations
 - Regular symptom checks
 - Huge challenge: physical space restrictions
 - Shelter capacities reduced to 50 – 60%, loss of nearly 200 beds

Safety Strategies for Emergency Shelters

Alternative Shelter Options

- Hotel / Motel space for quarantine and/or isolation
 - Funded by Health Department, faith community, private fundraising, and local Community Foundation
 - Limited capacity and service duration
 - Case management and housing problem solving
- Creation of Quarantine / Isolation Facility
 - Donated building; operated by CoC
 - Funded through Health Department contract
 - Limited to 8-10 beds, max stay is approx. 10 days
 - Case management and housing problem solving

Safety Strategies for Unsheltered Individuals

- Currently we're experiencing a large increase in our community's street / unsheltered populations
- Refocused Street Outreach priorities to focus both on life-sustaining services and shelter/permanent housing
- Increased amount of communication provided to folks living outdoors
 - Created new texting service
 - Increased Most Vulnerable Outreach (MVO) engagements
 - Public Health outreach with Health Department

Safety Strategies for Unsheltered Individuals

Slowing Community Spread

- Providing portable toilets and handwashing stations
 - Set up in camps of 10 or more individuals
 - Provide consistent education on handwashing and hygiene
- Do not clear encampments without a plan
 - Partnership with Birmingham PD
 - Not clearing camps ≠ not engaging camps
 - Currently developing re-housing plan for encampments
- Prioritizing unsheltered individuals in CV Re-Housing Plan



Data Sources:

[Alabama Department of Public Health](#)

[Jefferson County Unified Command](#)

[Jefferson County Department of Health](#)



Coordinating
Partners:



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July 27, 2020



Coordinating
Partners:



Who We Are



Terra Linzner
Homeless Solutions Director
City of Detroit, Housing and
Revitalization Department



Tasha Gray
Executive Director
Homeless Action Network of Detroit (HAND)



Coordinating
Partners:



About the Detroit Continuum of Care



10,744
Annually



1,965
On any given
night





Coordinating
Partners:



Homelessness System + Public Health

01

Policies + Procedures

- Created policies and procedures for interim shelter sites
- Coordinate with other funder to relax rules

02

Communication +
Collaboration

- Daily inter-agency calls
- Weekly webinars
- Weekly Situation Report

03

Isolation + Overflow
Shelters

- Two overflow shelters: 174 beds
- Shelter Type 1: symptomatic, awaiting test results
- Shelter Type 2: COVID-19 positive
- Shelter Type 3 pilot: high risk + referred to PSH

04

Health Screenings + Testing
Strategy

- Public health nurses
- Based on CDC guidelines
- Regular testing schedule

05

Centralizing Supplies +
Funding

- PPE distribution
- Addressing resource gaps system-wide
- Additional funding and donations



Coordinating
Partners:



Innovations

Sanitation & Hygiene Resources

- CDBG funds
- Set up hygiene/sanitation sites
- Known locations for unsheltered
- Google map & printable PDF

Client Incentives

- Private funder
- \$25 gift card for receiving test results
- \$25 per day for staying in isolation shelter



Telehealth

- Private funder
- Telehealth equipment at each emergency shelter
- Connection to health services and symptom screening

Frontline Hazard Pay

- Private funder
- Shelter beds + # of staff = \$
- Three month's pay

Wayne State Partnership

- Private funder
- Testing at shelters
- Tele-remotely serve shelter residents by connecting them with primary health



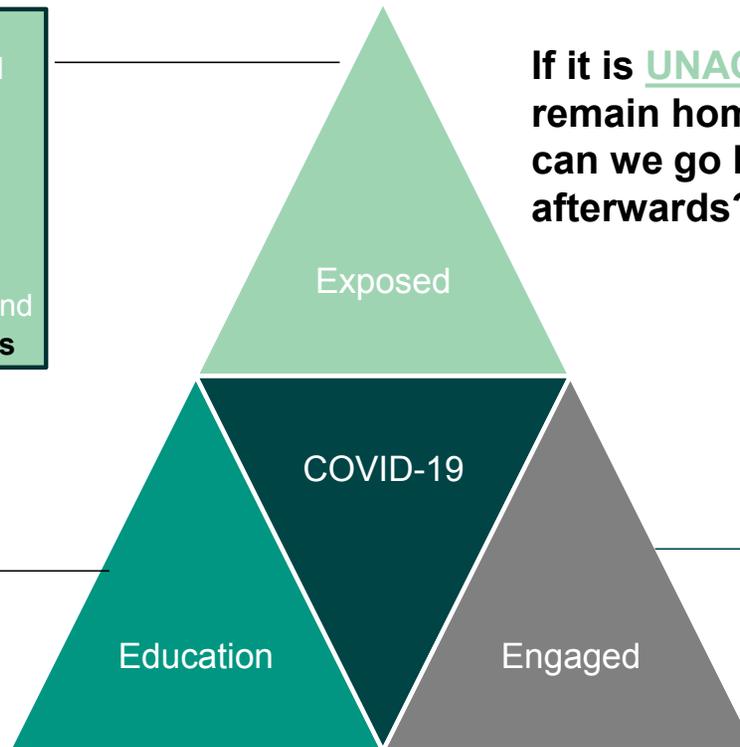
Coordinating
Partners:



Lessons Learned and the Road Ahead

- **Greater need for outreach coordination** (outreach is funded across multiple providers and funders who lack a unified vision)
- Issues in our permanent housing system (e.g. **need for landlord recruitment and education**)
- **Shelters are under-resourced and lack a permanent housing focus**

- **Private funders are interested in homelessness** and we can leverage their resources to fill gaps left by government funding
- **We can work together!** (ESG Planning Team and COVID Interagency Team)



If it is UNACCEPTABLE for people to remain homeless during COVID, how can we go back to it being ACCEPTABLE afterwards?

VISION FOR THE FUTURE:

- **More interagency work** (ESG Planning Team)
- More leveraging of private resources
- Focus on **fixing what's broke** (addressing the gaps in our system)
- **Addressing racial equity**
- **Using Data**



James Anderson

THE NEW ORLEANS STRATEGY

TO PROTECT PEOPLE EXPERIENCING
HOMELESSNESS DURING THE PANDEMIC

A Presentation for the U.S. Interagency Council on Homelessness
July 27, 2020

Marjorianna Willman, Director of Housing Policy and Community Development, City of
New Orleans

Martha Kegel, Executive Director, UNITY of Greater New Orleans

NEW ORLEANS OVERVIEW

POPULATION: 390,144

RACIAL AND ETHNIC MAKEUP: 60% Black 35% White 3% Asian
2% Other 6% Hispanic

POPULATION LIVING IN POVERTY BY RACE

Black	White	Asian	Other
80%	16%	2%	2%

RENT-BURDENED

37% of renters are severely cost-burdened, paying more than 50% of their income towards housing costs.

In New Orleans, 4 out of every 5 cost-burdened renter households are Black.

New Orleans has only 47 affordable rental units for every 100 low-income residents, according to HousingNOLA's 2017 State of Housing Report.

COVID-19 IN NEW ORLEANS

First case discovered
March 9 in neighboring
parish

9752 total cases in New
Orleans

548 total deaths in
New Orleans

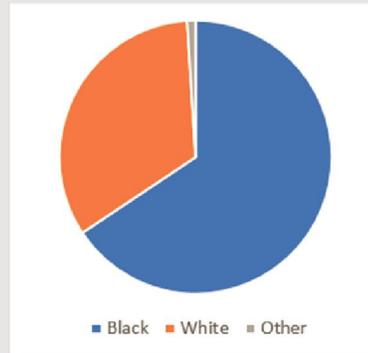
African-Americans are
75% of deaths in New
Orleans

In past 7 days,
Louisiana ranks 2nd in
cases per-capita and 3rd
in deaths per-capita

Since pandemic began,
Louisiana has the
highest rate of cases
per-capita & ranks #7 in
deaths per-capita

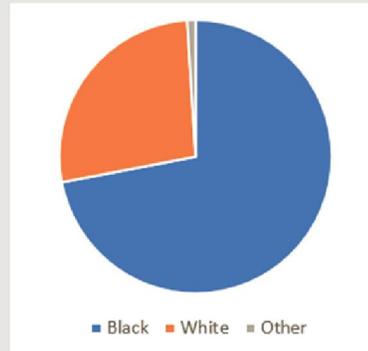
TOTAL NUMBER HOMELESS PEOPLE

Total (all races)	Total People (white)	Total People (black)	Total People (other)
1203	33%	65%	2%



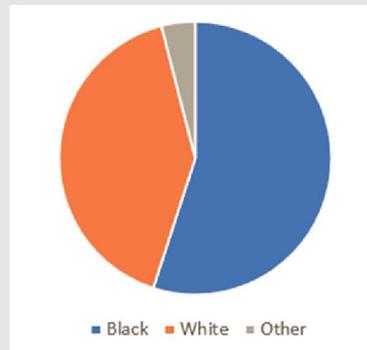
TOTAL NUMBER IN SHELTER

Total Sheltered (all races)	Total Sheltered (white)	Total Sheltered (black)	Total Sheltered (other)
689	27%	72%	1%



TOTAL NUMBER UNSHELTERED

Total Unsheltered (all races)	Total Unsheltered (white)	Total Unsheltered (black)	Total Unsheltered (other)
514	41%	55%	4%



HOMELESSNESS IN NEW ORLEANS PRE-PANDEMIC

	Family Shelters	Adult Shelters	Youth Shelters	Total
Jan 2020	58	981	78	1117
July 2020	31	496	54	581

**PANDEMIC
RESPONSE:
DECREASE
POPULATION IN
CONGREGATE
SHELTERS**

THE HOTEL INITIATIVE: PRECEDENT OF THE POST- KATRINA CAMPS

Between Dec. 2007 and July 2008, 480 residents of two squalid camps were assisted into hotels and apartments by the CoC and City of New Orleans.

HOTELS

Funding for hotels and case managers in the hotels was provided by the City of New Orleans, Metropolitan Human Services District, and Health Care for the Homeless.

HOUSING

Rapid Re-Housing funding was provided by the State of Louisiana and HUD as part of Katrina hurricane relief funded by Congress.

THE HOTEL INITIATIVE

SAVING LIVES THROUGH NON-CONGREGATE SHELTER

Non-Congregate Sheltering in New Orleans-Jefferson Parish-Kenner CoC	
Large Encampments	369
Other Unsheltered Moved to NCS by Outreach	183
Discharges from Isolation Sites	65
DV & Veteran Programs	95

New Orleans-Jefferson Parish-Kenner CoC	
Unsheltered PIT 2020	555
Total PIT 2020	1314
NCS Residents	712
NCS as % of PIT	54%

712 people experiencing homelessness have been assisted through the Non-Congregate Shelter Initiative in our CoC.

This represents 54% of the 2020 PIT count and a greater number of people than were unsheltered during the 2020 PIT.

Outreach continues to work with additional people experiencing unsheltered homelessness.

THE HOTEL INITIATIVE

SAFE AT HOME
REHOUSING CAMPAIGN

Goal is permanent
housing for all.

Dedicated ESG RRH
resources for a
“Safe at Home”
RRH program.

Partnership with
PHA for 225 HCV.

CoC PSH and RRH
programs are
housing NCS
residents with
more openings
being created
through Moving
On HCV.

Permanent
Housing Exits to
Date: 49 to PSH
programs, 41 to
RRH programs and
54 to other
permanent
housing
destinations.

CITY OF **NEW ORLEANS** EMERGENCY HOUSING PROGRAMS IN RESPONSE TO COVID-19

New Orleans
CARES Act Allocations

CPD CARES Act Formula Grants - FY2020

CDBG CARES	ESG CARES	HOPWA CARES
\$7,887,324	\$3,818,324	\$556,821

CPD CARES Act Formula Grants - FY2020

ESG-CV2
\$4,591,0091

EMERGENCY HOUSING PROGRAMS

Rapid Re-housing Program:

- Rent and utility assistance and stabilization services
- Funding allocated to UNITY of Greater New Orleans and/or non-profit organizations within the Continuum of Care (CoC) to provide homeless individuals or families living on the streets, in an emergency shelter or in a hotel due to the COVID-19 Pandemic. (ESG-CV20 \$2,345,000)

Rental Assistance Program

- Provides emergency rental and housing deposit assistance not to exceed \$750.00.
- Households must have suffered economic impacts such as unemployment, reduced hours of employment, illness and or business closure as a result of the COVID-19 Pandemic.
- Rental assistance is based on the tenant's ability to pay and the amount of funds needed to bring the account current (ESG-CV20 \$945,500)

EMERGENCY HOUSING PROGRAMS

Eviction Legal Assistance

- Provides homeless prevention services to address illegal evictions during the COVID-19 Pandemic.
- Funds will be allocated to Southeast Louisiana Legal Services (SLLS) to provide homeless prevention services, addressing illegal evictions during the COVID-19 Pandemic.
- SLLS will provide quality legal representation, advocacy, and community education to low-income and vulnerable citizens throughout Orleans parish affected by the COVID-19 Pandemic (ESG-CV20 \$145,992 Second allocation will be expended in 2020)

Tenant-Based Rental Assistance Program (HOME-TBRA):

- The City will partner with CoC/non-profit agencies to provide emergency tenant-based rental assistance (TBRA) to approximately 130 clients/families affected by the COVID-19 Pandemic.
- The TBRA program will provide payments to make up the difference between the amount a household can afford to pay for housing and the rent standard.
- TBRA funds will be used specifically to assist individuals or households who are at risk of losing permanent housing or those who are in transitional housing and are able to move to permanent housing. (CV-COVID-19 HOME-EN \$1,500,000)

HOUSING FOR PERSONS LIVING WITH HIV

- Short-term rental, mortgage and utilities assistance (STRMU) for 190 persons. The city will partner with UNITY of Greater New Orleans to provide emergency STRMU to households affected with the HIV/AIDS who have had a decrease in income due to the COVID-19 Pandemic.(CV-COVID-19 2020-2021 HOPWA CoC \$415,000)
- Transitional housing and supportive services will be provided to at least 25 persons (PLWH)
- Permanent Housing Placement for 250 PLWH

- Tenant-based Rental Assistance (TBRA) for 150 PLWH
- Resource Identification, Housing Information services, and Supportive Services for PLWH
- The residents are low to moderate income and reside in one of the 7 Eligible Metropolitan Area parishes: Orleans, Jefferson, St. Bernard, St. Charles, St. John the Baptist, St. Tammany, and Plaquemines (CV-COVID-19 2020-2021 \$27,573)

HOMELESS SHELTER EXPANSION AND REHABILITATION

Funding provided to local homeless shelter providers for rehabilitation and/or expansion of emergency shelter facilities.

Shelter Expansion and Rehabilitation will support the effort to increase the number of beds to accommodate the rising number of individuals and families without shelter, while still working to identify more permanent housing.

Preserve the current facilities or to expand by increasing bed capacity allowing for more people to be served in response to the COVID-19 Pandemic.

Program will increase the number of available shelter beds to address the nearly 400 unsheltered homeless individuals in New Orleans.

The City expects to increase shelter capacity by 300 beds while it works to identify more permanent housing solutions for the unsheltered population. (CV-CDBG20 \$2,233,874)

Shelter Operations LBS#2: CDBG-CV funds will be allocated to a selected non-profit organization for two years to oversee the day-to-day operations of the 125 bed Low Barrier Shelter #2.(CDBG20-CV \$2,000,000)

FOR MORE INFORMATION

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Q&A



Resources

- [CDC and Guidance for Homeless Shelters](#)
- [USICH: COVID-19 resources](#)
- Contact your USICH Regional Coordinator using our [State Data and Contacts Map](#) (click on your state to find your RC)



www.usich.gov