

Engaging with People Experiencing Homelessness

Presenters:

Terri Smith, Director, Metro HRA

Brooke Blakey, Sergeant, Metro Transit Police Homeless Action Team

Ryane Ottengheime Leifheit, Senior Outreach Coordinator, Metro HRA

January 8, 2019

Metropolitan Council

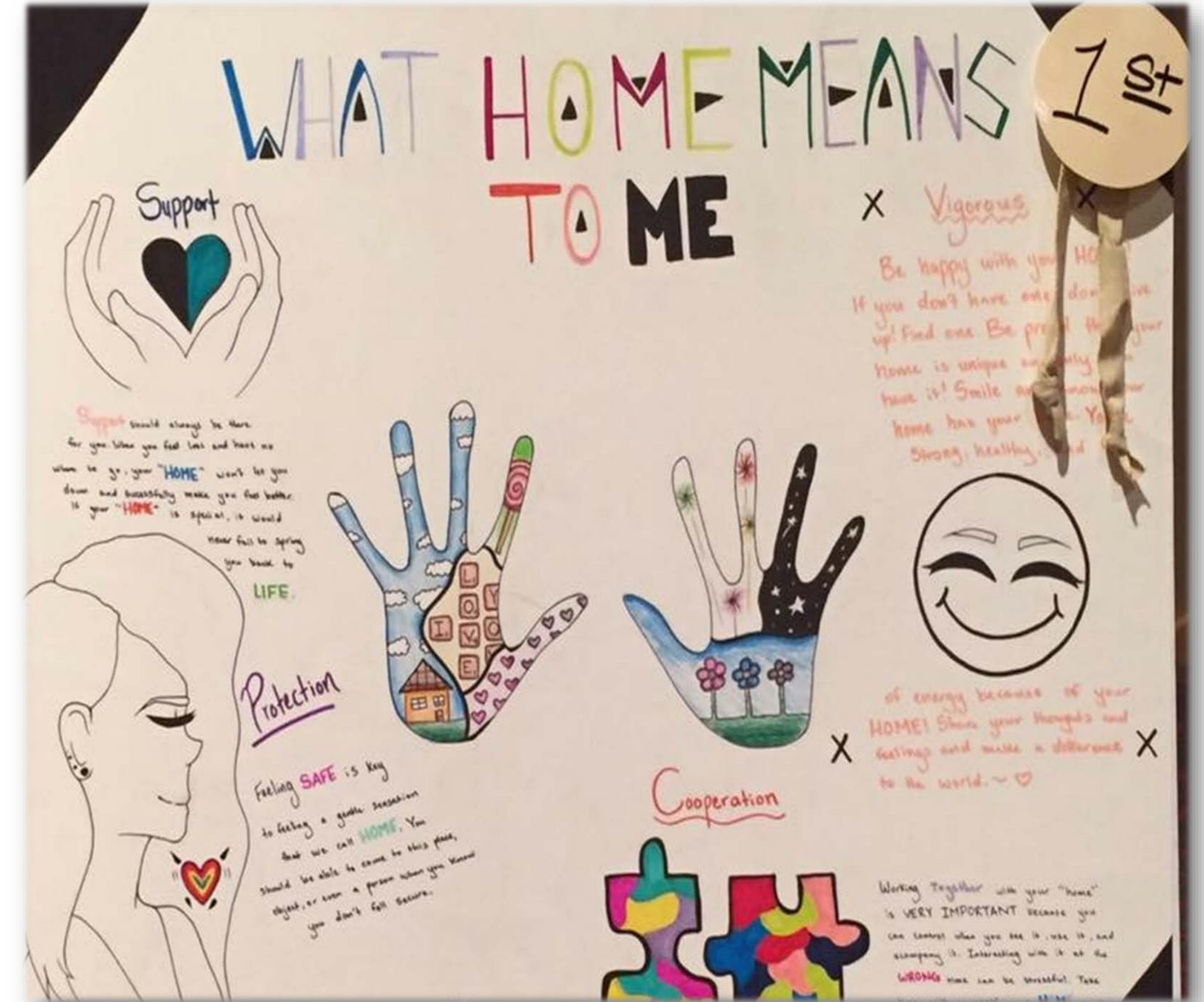


Metro HRA Overview

Mission

Provide decent, safe and affordable housing opportunities, to encourage housing choice throughout the region including areas of high opportunity; to foster family stability and promote self sufficiency for people with low wealth.

- Provide rent assistance to 7,200 low-income families and individuals
 - Operate 10 different programs
 - Includes programs for people experiencing homelessness
- Distribute \$60 Million annually in rent payments to private landlords



Background

2019 Point in Time Homeless Count

- 7977 people experiencing homelessness
 - 1653 unsheltered
- People sleeping outside (unsheltered) is the fastest growing population of people experiencing homelessness
- People of color are much more likely to experience homelessness
- Light Rail system being used for shelter
 - 392 persons at the height of Winter 2018
- Increased calls for assistance to Metro Transit



Working Toward Solutions

Best practices research

Los Angeles,
Philadelphia , Denver,
Portland, Dallas and San
Francisco / Oakland

Homeless Action Team (HAT) Formed

Community Conversations

Metro HRA Partnership

Awarded 89 Federal
Vouchers

Homeless Action Team

HAT Training Topics

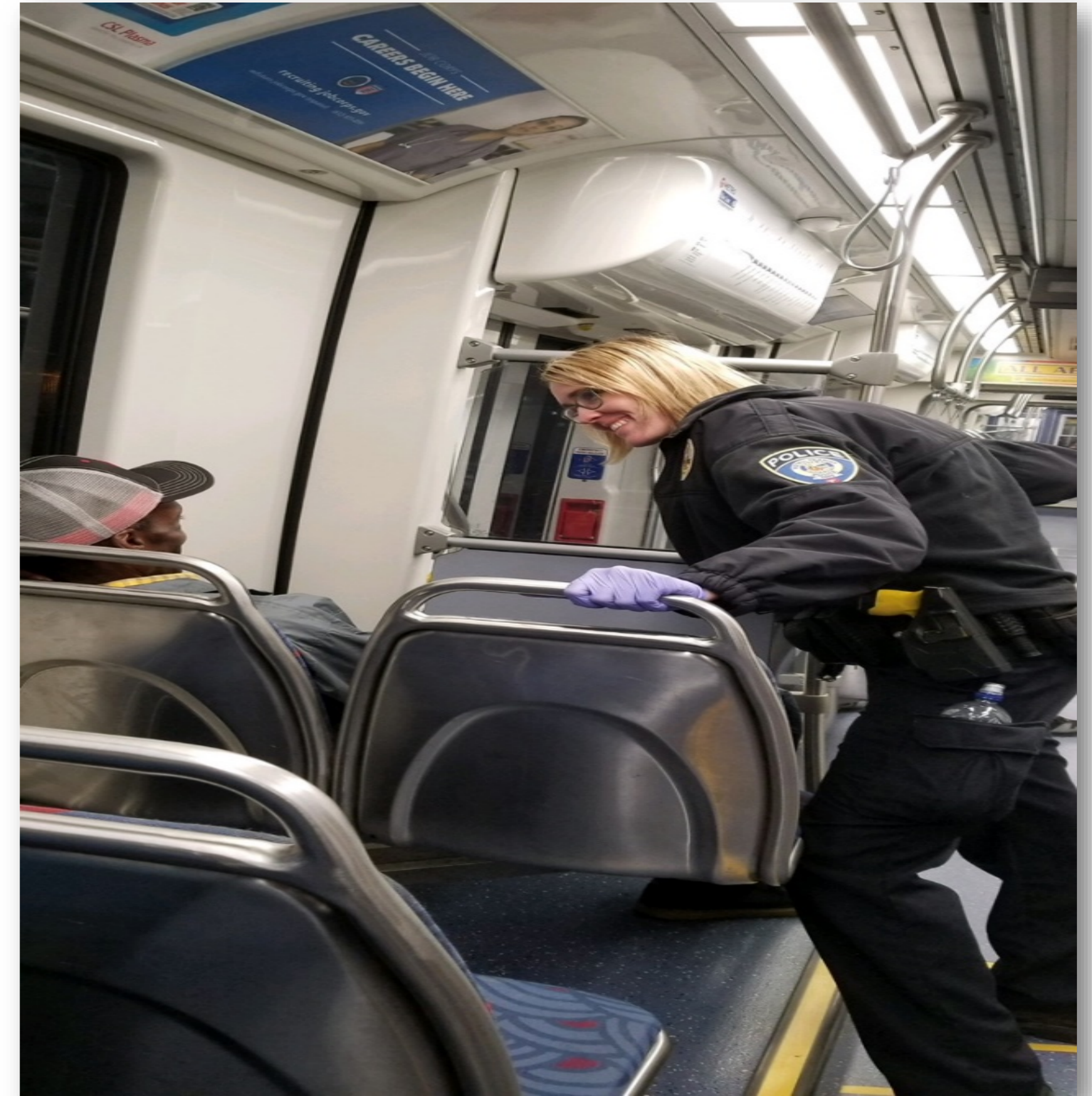
- Crisis Intervention and De-escalation
- Outreach Worker Certification
- Homeless Management Information System (HMIS) Assessor Training
- Trauma-Informed Interviewing
- Understanding Addiction
- Building Community Trust



Homeless Action Team

Community Oriented Policing

- Engage with homeless population in a different way
 - Decriminalize homelessness
- Shifts
 - Overnights, shelter close through morning rush
 - Morning shift to transition individuals to services verses returning to train
- Partnerships
 - St. Paul Police Department COAST Team
 - Minneapolis Police Department Homeless Team
 - Community Navigators



Metro HRA Partnership and Investments

Awarded 89 Mainstream Housing Vouchers- November 2018

- Serve homeless persons with disabilities using transit as shelter
- HRA outreach team assists with pre-move counseling, housing search and post-move housing supports

Investments of staff and finances

- Two Senior Outreach Coordinators
- Contracted Outreach Worker
- Integration Funds

Delivery of Services



2019 HOUSING CHOICE VOUCHER ADMINISTRATIVE PLAN

Metropolitan Council Housing and Redevelopment Authority

Approved by Metropolitan Council:

September 25, 2019
November 28, 2018
September 26, 2018
February 14, 2018
September 27, 2017
January 27, 2017
September 28, 2016
October 14, 2015

Person Centered Service Delivery

- MTPD provides connection from transit to dedicated shelter beds
- Soft hand off from MTPD to Metro HRA
- Intake conducted alongside MTPD officers on trains and in shelters

Drop-in hours at Metro HRA Office

- Low barrier access point; no appointment, open hours, dedicated staff

Results

- MTPD completed 5000 unduplicated shelter referrals
- Metro HRA Outreach conducted with 216 individuals
 - 157 completed program intake



METROPOLITAN
C O U N C I L

Metro HRA Services

Pre-Move Counseling

- Identify, mitigate and remove barriers
- Individualized, skill specific tenant education
- Background and credit check

Housing Search

- Landlord recruitment
- Showing and application assistance
- Application Fees/Security Deposits
 - Transitional costs average \$504.00 per client

Results

- Assisted in the completion of 120 housing applications for 94 clients
- 78% application approval rate for this very hard-to-house population.



Metro HRA Services

Housing Placement

- Provide transportation to move-in appointments and lease signing
- Conduct Housing Quality Standards Inspections
- Execute HRA paperwork

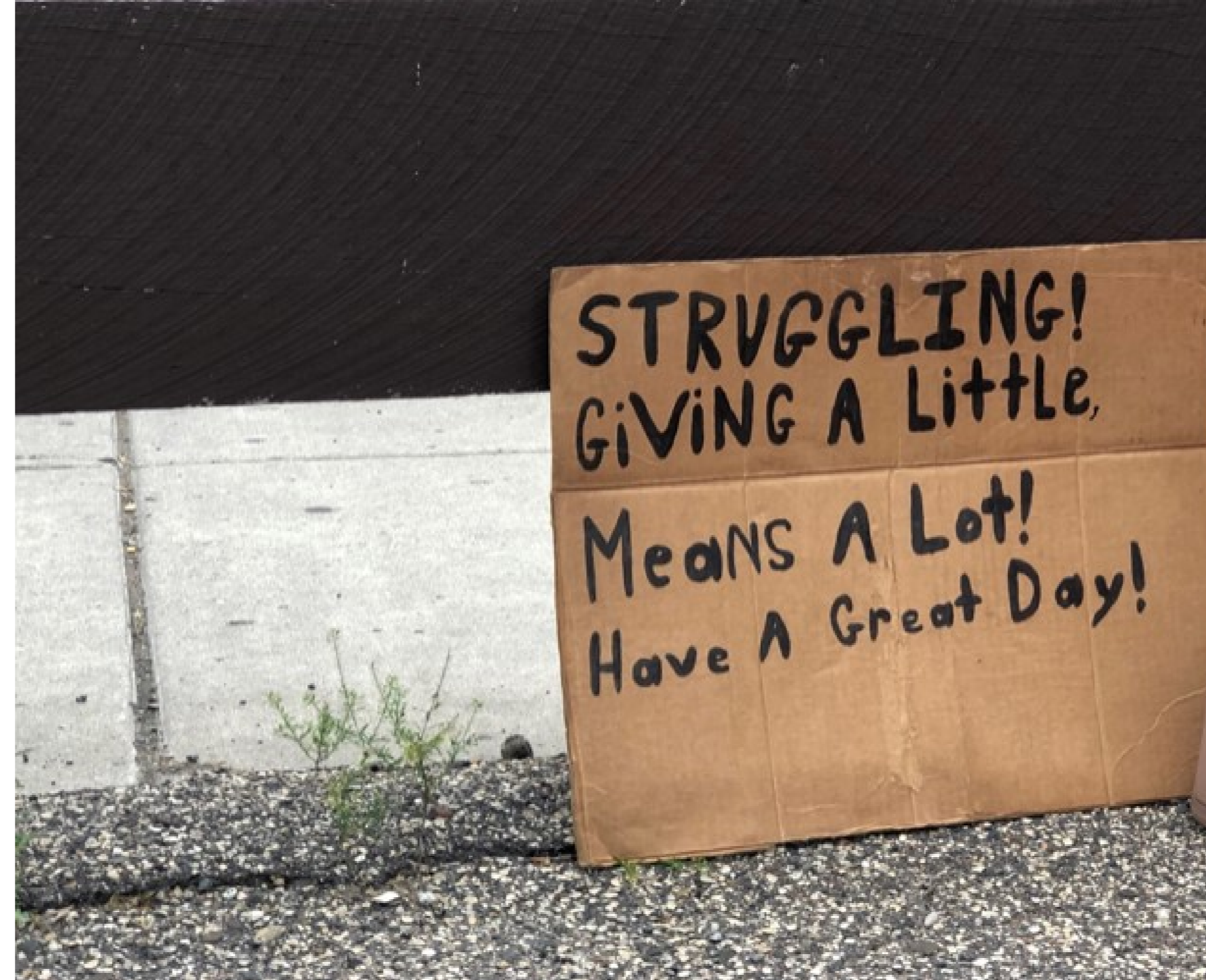
Post Move Services

- Referrals for furniture
- Coordinate food shelf
- Assist with school registration
- Ongoing case management for at least one year

Results

- Outreach conducted with 216 individuals
 - 157 completed program intake
- All 89 vouchers utilized
 - 166 persons (101 adults and 65 children) are no longer sleeping in places not meant for human habitation

Success Story



Success Story



2020 Partnership

- 67 New Mainstream Vouchers awarded in November 2019
 - 47 of these to provide rent assistance to people experiencing homelessness and using the transit system as shelter
 - 20 for Anoka and Carver Counties – 10 each
- Drake Fire
 - Working in partnership with Metro Transit and Minneapolis Public Housing for regional approach to service delivery

Questions?

HRA Contacts

Terri Smith

651-602-1187

terri.smith@metc.state.mn.us

Ryane Ottengheime Leifheit

651-602-1869

ryane.Leifheit@metc.state.mn.us

Metro Transit HAT Contact

Brooke Blakey

612-349-7200

Brooke.Blakey@transitpd.org

Engaging with People Experiencing Homelessness

Presenters:

Terri Smith, Director, Metro HRA

Brooke Blakey, Sergeant, Metro Transit Police Homeless Action Team

Ryane Ottengheime Leifheit, Senior Outreach Coordinator, Metro HRA

January 8, 2019

Metropolitan Council

