System Performance Update: Income Growth

NOVEMBER 7, 2019
The Big Picture: Making Homelessness...
The Big Picture: Where are we?

As a CoC, we review data and use it to address:

- Where are we now?
- Where do we want to be?
- How do we get there?
System Performance
Key Indicator:
Income Growth
A housing crisis is often the result of a financial one.

Low Income = High Risk

Financial Issues are the top reported cause of homelessness, nationally and locally.

Most people exiting homelessness depend on employment or benefits income to pay rent.

https://endhomelessness.org/ending-homelessness/solutions/income/
Review of Income Growth for Permanent Housing projects

**Permanent Housing Types**

- **Rapid Rehousing**
  - Financial Assistance with rent and utilities, along with case management for persons emerging from homelessness.
  - Assistance generally lasts from 90 days up to two years.

- **Permanent Supportive Housing**
  - Non-time limited housing unit with subsidized rent and case management.
  - Persons may stay until they no longer need the rent subsidy and/or case management.
Types of Income

Employment Income
- Cash Income gained through employment

Other Income
- Cash Income gained through sources other than employment

Other Income Types
- SSI/SSDI
- Retirement Income
- VA Disability
- Pension/Income
- Child Support
- Alimony or Other Spousal Support
System Performance: CoC Permanent Housing

% of Adults who Increased Total Income

<table>
<thead>
<tr>
<th>Year</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>19%</td>
<td>23%</td>
<td>23%</td>
<td>35%</td>
<td>31%</td>
</tr>
</tbody>
</table>

Reporting Year (Date Range: 10/1 – 9/30)
System Performance: CoC Permanent Housing

% of Adults who Increased Income by Type

Employment

Other

<table>
<thead>
<tr>
<th>Year</th>
<th>Employment</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>10%</td>
<td>10%</td>
</tr>
<tr>
<td>2016</td>
<td>14%</td>
<td>10%</td>
</tr>
<tr>
<td>2017</td>
<td>18%</td>
<td>7%</td>
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<tr>
<td>2018</td>
<td>23%</td>
<td>16%</td>
</tr>
<tr>
<td>2019</td>
<td>11%</td>
<td>22%</td>
</tr>
</tbody>
</table>

Reporting Year (Date Range: 10/1 – 9/30)
Agency Performance: All Permanent Housing

Report Range: 10/1/2018 – 9/30/2019

% of Adults who Increased Total Income

System Wide: 30%

Agency A: 49%
Agency B: 45%
Agency C: 45%
Agency D: 31%
Agency E: 30%
Agency F: 22%
Agency G: 19%
Agency H: 18%
Agency I: 15%
Agency J: 0%
Agency K: 0%
What factors impact Agency Performance?

- HMIS Data Quality
- Community Partnerships
- Project Design
- Volume of Clients Served
- Type of Project

What else??
HMIS Data Quality: All Permanent Housing

Income and Sources % Errors/Missing

- **START**: 17%
- **LATEST UPDATE**: 77%
- **EXIT**: 10%
How to Help Your Clients Increase Income

**Employment**
- Vocational Rehab
- Training, Education, and Job Placement programs

**Benefits**
- SSI and SSDI → SOAR

**Filling in the Gaps**
- Childcare Subsidies
- Transportation Assistance

Health Insurance, SNAP, WIC, TANF
Employment Resources

Vocational Rehab
◦ If a disabling condition interferes with client’s ability to find and keep a job
◦ Visit website to find nearest office
  http://www.rehabworks.org/area4_offices.shtml
◦ Referral Form is available at the website above

Other Job Placement, Education, and Training programs
◦ CareerSource
◦ What else?
SOAR

SOAR Specialists are placed across the CoC to help people apply for Social Security benefits
- 6 dedicated SOAR Specialists at shelters and drop-in centers
- Approximately 50 case managers across the County are SOAR Trained

Performance in Hillsborough County*
- Overall Approval Rate: 79% on first submission
- Average Days to Decision: 63 days

*Performance info from OAT system for July 1, 2018 - June 30, 2019
SOAR Referrals

Many agencies have a referral partnership in place already with Hillsborough County’s Health Care Services.

If your agency DOES NOT, for initial eligibility screening contact:

Minta Walker – CFBHN
mwalker@cfbhn.org
(813)740-4811 x266

OR

Randy Vargas – Hillsborough County
vargasr@HCFLGov.net
(813)272-5142
Questions or Comments
Contact Ashley Wynn at wynna@thhi.org for questions