



# Listening Tour Report out

A look into San Antonio's HRS from fresh eyes

# Agenda

- Welcome
  - Intro
- Purpose of tour
  - Process
- Trends/Findings
- Challenges
- Next steps
- Closing





# Who am I and Why I'm here

- This position was created because of a need in this community
  - To unify the work
- 18 years of working in social and human services
- Housing specific 9 years
  - In various models

# Purpose of Listening tour

- To gain an understanding of the San Antonio Homeless Response system.
- By meeting with the providers and community members doing the work
- To find out where work is being duplicated
- To find ways to streamline services

# Process



I met with 30+ individuals in the community over 3 months



Either 1:1 or with other members of their team



Everyone was asked the same questions.



Ranging from executive directors, staff at agencies, mental health authorities, city, county and direct service workers.

# Questions

Are housing and homelessness services well integrated in San Antonio/Bexar County?

Are behavioral/physical health care and housing well integrated in San Antonio?

Is there general understanding of what PSH and supportive housing are, and what they aren't?

Are there enough resources for supportive housing development?

Where are the gaps?

What can LISC do to help address any issues identified above?



# Findings

# Question 1-Are housing and homelessness services well integrated in San Antonio/Bexar County?

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- 13 % yes
- 16% No
- 30% 50/50
- Has improved over the last few years
- More work needs to be done and it needs more alignment
- Some organizations work in silos
- Not working from a systems point of view
- Affordability and lack of units and vouchers
- no, people see them as separate.
- Yes, very well integrated but that doesn't mean the system doesn't have policy issues.
- Insufficient housing, delivery of services varies



# Question 2- Are behavioral/physical health care and housing well integrated in San Antonio?

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- 36% said no
- 6.66 yes
  
- It's something that is a need in our community
- Don't think that it's well integrated
- There are some individual partnerships but nothing system wide
- In pockets but overall, probably not
- The boots on the ground don't know what do to.
- Behavior health yes.

## Question 3-Is there general understanding of what PSH and supportive housing are, and what they aren't?

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- A resounding no across the those interviewed
- So much more than there was two years ago
- City leaders know but public no
- Those that work in the field know the meaning
- Need some kind of communication strategy
- A larger community needs to have more conversation.

# Question 4-Are there enough resources for supportive housing development?

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- No!
- Not enough!
- Some units are coming into the community in the future but not enough.
- Development funds yes
- No-not enough but good start
- No, not enough, need more private funds

# Question 5-Where are the gaps?

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- City says its investing money, but it isn't enough.
- Housing affordable at lower income levels-Supportive services funds-Prevention services
- Barriers such as moving assistance, home comfort for those coming out of respite or hospital care
- That people don't understand the system that exist
- Barriers with jurisdiction
- Lack of integrated services
- Amount of affordable housing, streamline structure of services, PSH units
- Exclusionary policy and language
- Housing, workers, unrestricted rehab spots, better ground level work
- Physical health, homeless populations have huge barriers. Physical health care we can't meet the demand.
- Units, location, equity investments, property management being trained and on board.

# Question 6- What can LISC do to help address any issues identified above?

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- Training is going to be huge
- LISC a study on HP
- bringing in expertise on how systems can work better together
- Be clear about what LISC is and what role they are playing in this
- Being an outside force and being able to moderate the conversations between partners and the community.
- Really work on a comprehensive strategy
- Holding partners accountable to participate in the work. Having partners that are going to commit
- Support the implementation of the recommendation
- support systems thinking workshops for staff
- Making sure ppl are coming back to the table to have the continued conversation
- Stories that will evoke these neighbors and neighborhoods to consider the housing projects
- help with policy, bring in national awareness of a problem that is happening across the country.

# Challenges and Opportunities

- Some selective partnerships but a lot of work happening in Silos
- Duplication of work
- No Community buy in
  - NIMBY
- Streamlining of training
  - For individuals doing the work
  - For those in city government
- Communication Strategy to the public

- “Houston’s collaborative approach broke down silos, demanded close coordination between government and nonprofit resources, and removed waste and duplications.”
- “Next, we need a specific, detailed plan that will ensure the measures we are taking are effective.”
- “Houston utilizes a continuum of care approach that aligns resources, removes waste, and has proven holistic and effective. We must do the same.”
- “We must address homelessness in a responsible and strategic manner that shows we have learned from the mistakes of the past.”

Commentary: San Antonio should follow Houston's lead in addressing homelessness  
Marc Whyte, Grant Moody, For the Express-News City Councilman Marc Whyte represents District 10.  
Bexar County Commissioner Grant Moody represents Precinct 3

# Homeless Strategic Plan (HSP) Priorities

2023-2024

## Reduce Unsheltered Chronic Homelessness by 25%

- Implement a Community Training Framework
- Improve Data Quality and Tracking Mechanisms for Outreach
- Ensure Countywide Street Outreach Coverage
- Expand Permanent Housing, Shelter, and Long-Term Care Options
- Community Awareness Campaign to Support Housing Development
- Implement Additional Funding Sources (SNOFO, TBRA, ARPA)
- Outline Strategies for Veterans, Substance Use Treatment, and Previously Incarcerated

## Decrease Family First Time Homelessness by 20%

- Expand Homelessness Diversion, Prevention, and other Problem-Solving Approaches/Interventions for families
- Implement Homelessness Prevention Framework Recommendations
- Target Prevention Funding to those most At-Risk of Homelessness
- Enhance Data Sharing Across Homelessness Prevention Agencies
- Implement TBRA Prevention Funding, Pursue New Funding Opportunities, and increase Diversion Funding

## Connect Domestic Violence (DV) Efforts to Homeless Response System

- Ensure Households Fleeing DV are Effectively Prioritized in Homeless Response System
- Ensure Clear Referral Pathways from DV Shelters to Housing Providers through Homelink
- Review DV System Entry Points (ex. hotlines) and Ensure they are Consistent in Messaging

## Enhance Homeless Response System for Youth & Young Adults

- Continue implementing the "WE SAY" Coordinated Community Plan
- Launch Youth-Specific Diversion & Problem-Solving Pilot
- Enhance Collaboration with McKinney-Vento Homeless Liaisons
- Improve Understanding of Foster Care System and Housing Needs for Youth Aging Out of Care

## Key Data Points

- Track Number of People Experiencing Unsheltered Chronic Homelessness and Movement into a Higher Level of Care (Shelter or Permanent Housing)
- Track Number of New Households Entering Homeless Management Information System (HMIS) for the First Time
- Track Number of People Fleeing DV on Homelink Resource Eligibility List (REL) for Housing to Ensure Access
- Track Number of YYA (18-24) Helped through Diversion Pilot
- Develop Homeless Response Overview for Key Target Populations

CREATED IN PARTNERSHIP WITH:



sarah





# Current and Next steps

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- Integrating the work that is being done with the SHIP and the Housing plan
  - Making sure that everyone involved is on board
  - Letting subject matter experts in the field do the work
  - Ensuring that members of city council are aware of what is already in place and getting their buy in
- Ensuring that everyone is using Coordinated Entry
  - Holding agencies accountable for meeting metrics
- Creating a Permanent Supportive Housing committee as part of the Homeless Response system

# Current and Next steps

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- Having a list of housing stalk-
  - have landlord outreach specialist
- Having individuals in services accountable for a portion of their rent after a period of stabilization
  - Using progressive engagement approach to ensure sustainability of housing
- Using the Housing Huddle in diverse ways
- Increase staff capacity at partner agencies
- Increase number of SOAR specialist in the community

# Summary

- Moving forward we need to make sure that our plans for housing are in alignment with the plans that are in place.
  - This is key so we aren't duplicating work
- Ensure that we revise the plans with attainable measures

Questions



