



Mattie Lord, Chief Program Officer  
*On behalf of Standing Strong For Families*

# Standing Strong For Families



- A New Leaf
- ABC Housing, Inc.
- CASS Vista Colina
- Community Bridges, Inc.
- Family Promise
- Homeward Bound
- House of Refuge East

- Labors Community Service Agency
- Salvation Army
- Save the Family, Inc.
- UMOM New Day Centers
- Watkins Emergency Shelter

# One Door, One Process



**12 AGENCIES HAVE BEEN OPERATING 26  
PROGRAMS FOR FAMILIES EXPERIENCING  
HOMELESSNESS IN MARICOPA COUNTY**

**IN ORDER TO USE OUR RESOURCES  
EFFECTIVELY AND EFFICIENTLY WE NEED  
TO WORK TOGETHER DIFFERENTLY.**

# Coordinated Assessment Center

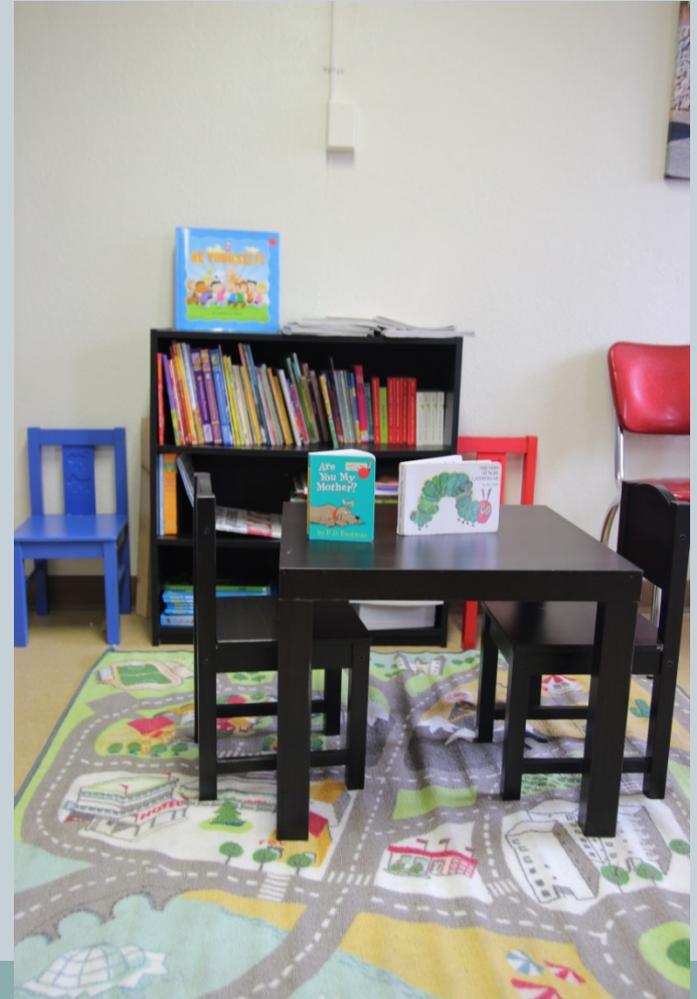


3307 East Van Buren  
Phoenix, AZ 85008  
(602) 595-8700  
Open M-Th 8-4

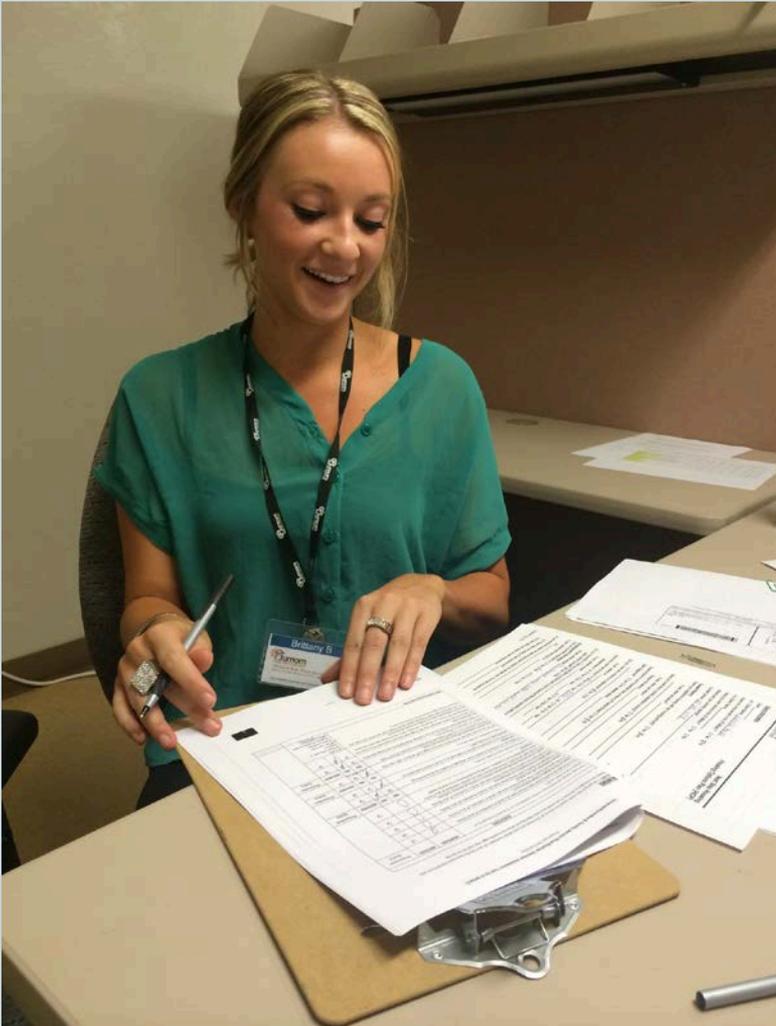
East Valley Assessments  
Tuesdays only 8-4  
at the  
Mesa CAN  
635 E. Broadway  
Mesa, AZ 85204



# Welcome/Reception for Families with Children

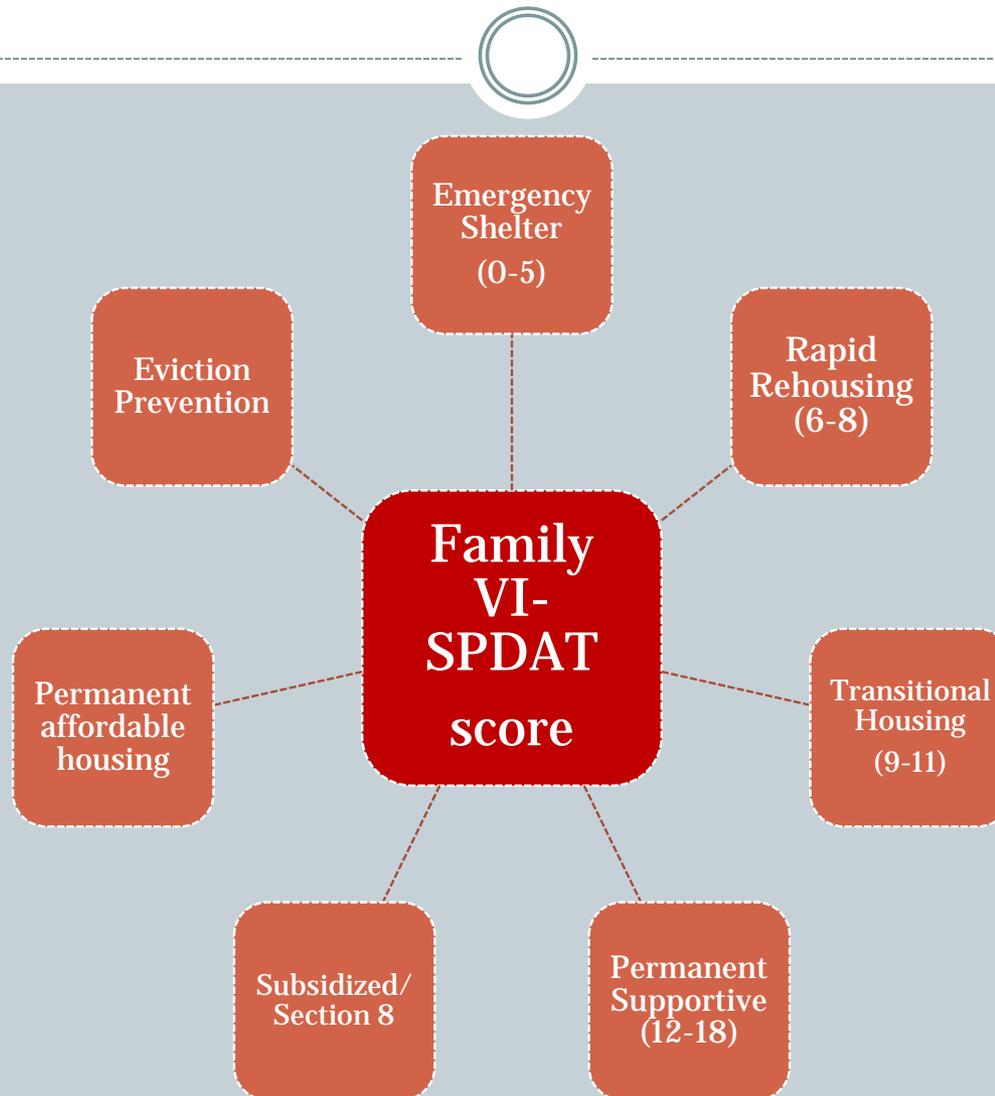


# Confidential Assessment



- Safety first (DV? Crisis?)
- Diversion questions
- Family VI-SPDAT
- Special Needs
  - ADA
  - Family size
  - Geography
  - Veteran status
- Eligibility questions
- Full assessment for 11+

# Assessment Determines Intervention



# Eligibility Determines Program Options



LABOR'S COMMUNITY SERVICE AGENCY

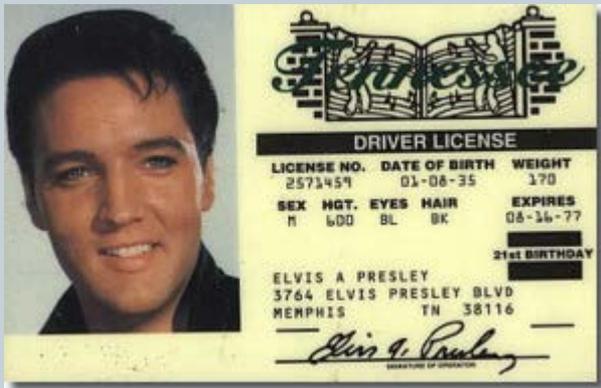


save the family  
FOUNDATION OF ARIZONA



# Document & Data Collection

- Documentation of homeless status
- Proof of identity
- Proof of relationship with child(ren)
- Documentation of income



- HMIS Entry created
  - Informed consent
  - DV victim files are closed
- UDEs collected
- F-SPDAT score attached
- Documents uploaded
- Electronic file prepared to be manually opened to receiving program.

# Referral to RRH, TH, or PSH programs



## HOUSING REFERRAL

HOH Name: \_\_\_\_\_ Social Security Number: \_\_\_\_\_-\_\_\_\_-\_\_\_\_

S O Name: \_\_\_\_\_ Social Security Number: \_\_\_\_\_-\_\_\_\_-\_\_\_\_

Gender	Adults (18+)	5-17	4 & under
Male			
Female			

- Total Family Income \$\_\_\_ Source of Income: \_\_\_\_\_
- Does the family have a Section 8 Certificate or other Housing voucher? Y  N   
Does family need assistance in securing housing? Y  N
- Is anyone in the household pregnant? Y  N  Number of weeks? \_\_\_\_\_
- Does this family have a geographical preference?  
East Valley    Central Phoenix    West Valley    No Preference
- What City did this family live in prior to becoming homeless? \_\_\_\_\_
- Does anyone in the family require and ADA accessible unit?  Y  N  
If yes, Explain: \_\_\_\_\_

### Check Number Documents Still Needed:

- Birth Certificate (s) #: \_\_\_     Social Security Card (s) #: \_\_\_     Government issued ID(s) #: \_\_\_  
 Verification of Income # \_\_\_     Verification of Homelessness

### Housing Recommendation/ Referral

\*Please specify the name of the shelter/housing provider below  
 SPDAT Score \_\_\_\_\_

- Transitional Housing     Emergency Shelter  
 Permanent Supportive     Affordable Housing  
 Subsidized/ Public Housing     Rapid Rehousing

- 1 page referral sent from FHH to Program
- Program accepts/denies within 24(ish) hours
- Goal: 85% acceptance rate
- If accepted, either placed on SPL or sent to agency if unit is available.
- If denied, FHH works toward alternative referral.

# Vacancies filled from Service Priority List



## Service Priority List - Vista/UMOM/Sal Army

HBA Date	FSDPAT Pre	Watkins	Last Name	First Name	Family#	Adults	Childr	Vet	Rt Vista	DNQ Vista	Proj Hope	DNQ Watkins	Rt Sal Army	DNQ Sal Army	Phone	2nd Phone
<b>Priority Code: 1</b>																
7/1/2014	13	<input type="checkbox"/>			8216	2	3	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	(602) 303-7217	
7/1/2014	6	<input type="checkbox"/>			8200	1	2	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(602) 487-0866	480-208-7269
7/1/2014	6	<input type="checkbox"/>			8199	2	3	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	(623) 293-7212	
7/15/2014	5	<input checked="" type="checkbox"/>			7538	2	3	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	(602) 250-0404	
7/22/2014	8	<input checked="" type="checkbox"/>			5526	2	3	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(602) 384-5418	
7/22/2014	6	<input type="checkbox"/>			8348	2	1	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(480) 435-3052	
7/22/2014	6	<input type="checkbox"/>			6025	1	3	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(480) 492-5352	
7/22/2014	6	<input checked="" type="checkbox"/>			8334	1	2	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	(602) 577-3687	602-252-6823
7/23/2014	12	<input checked="" type="checkbox"/>			8350	2	1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	(480) 625-8792	602-803-0945
7/29/2014	4	<input type="checkbox"/>			7999	1	2	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	(480) 266-7926	(267) 992-2152
7/29/2014	6	<input type="checkbox"/>			6184	2	5	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	(623) 698-7420	602-303-9430
7/29/2014	9	<input type="checkbox"/>			2903	2		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	(602) 515-1250	
8/5/2014	6	<input type="checkbox"/>			7306	1	3	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(623) 224-7844	(520) 903-8531
8/5/2014	8	<input type="checkbox"/>			1982	2	3	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	(602) 592-5402	(602) 254-9787
8/5/2014	8	<input type="checkbox"/>			8403	2	4	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(602) 582-0808	(480) 432-6110
8/5/2014	7	<input type="checkbox"/>			8411	3	1	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	(602) 384-0608	(602) 475-7042
8/5/2014	10	<input checked="" type="checkbox"/>			5388	2	2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(702) 750-4970	(602) 258-1128
8/5/2014	11	<input checked="" type="checkbox"/>			5146	1	4	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	(602) 367-4073	(602) 258-1128
8/7/2014	12	<input checked="" type="checkbox"/>			8447	2	3	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	(313) 655-3040	602-258-1128
8/13/2014	8	<input type="checkbox"/>			8438	2	2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(520) 424-5030	
8/14/2014	1	<input checked="" type="checkbox"/>			8463	1	1	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	(216) 258-9156	
8/15/2014	6	<input type="checkbox"/>			8439	2	1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(480) 848-3939	
8/19/2014	4	<input type="checkbox"/>			8470	1	2	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	(602) 582-6642	
8/19/2014	8	<input type="checkbox"/>			8471	1	2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(480) 593-8905	
8/19/2014	6	<input type="checkbox"/>			8472	1	3	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(480) 430-1016	
<b>(25 Families)</b>		<b>Total Adults/Children</b>		<b>41</b>	<b>59</b>											
<b>Priority Code: 2</b>																
6/17/2014	11	<input type="checkbox"/>			8061	2	3	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(602) 303-3054	602-2834563
6/24/2014	14	<input type="checkbox"/>			7401	1	4	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	(602) 621-2122	

# Current Service Priority Lists



- **Priority 1 Emergency Shelter**      **38 families**
- **Priority 2 Emergency Shelter**      **27 families**
- **Rapid Rehousing**      **76 families**
- **Transitional Housing**      **26 families**
- **GPD Veteran TH**      **0 families**
- **Permanent Supportive Housing**      **15 families**

# 2014 Data



## Averages per week

- 638 phone calls
  - ✦ 62 EV - 71 WV - 504 Phoenix
- 44 families in person
  - ✦ 5 EV – 3 WV – 36 Phoenix
  - ✦ 31 experiencing homelessness
    - 8 diverted from homeless service system
    - 23 placed on a Service Priority List (nothing is immediately available)
- 133 collectively waiting on a Service Priority List
- 12 access the appropriate intervention (removed from list)

# Working Timeline



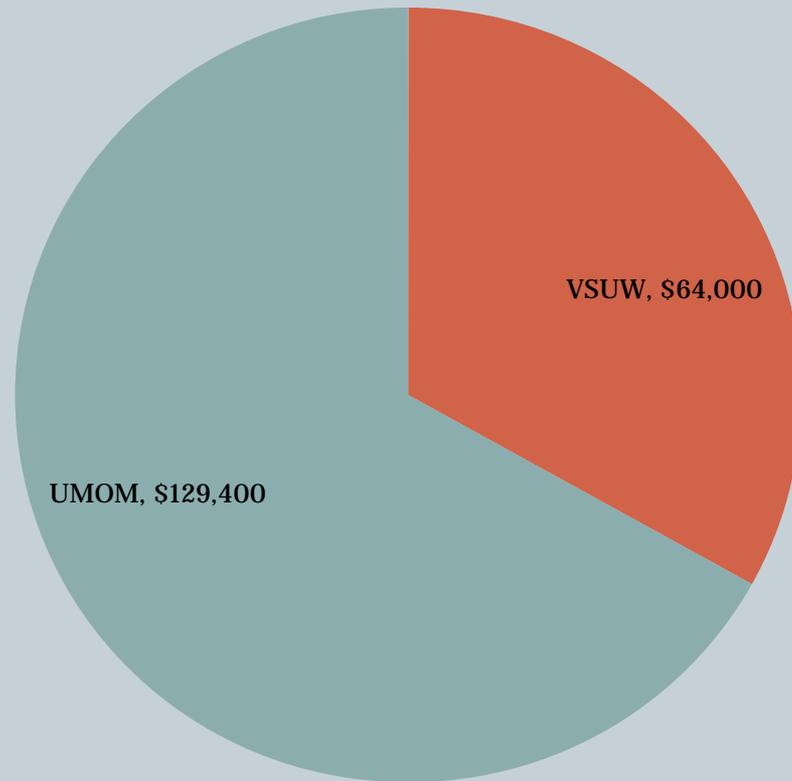
- August – begin in-person assessments at FHH
- September - repurpose Watkins for families needing documents or homeless eligibility or as a bridge to PSH;
- October – on-board LCSA TH units,
- November – on-board House of Refuge TH units; begin assessments in East Valley
- December – on-board La Mesita ES units
- January – on-board Save the Family TH and RRH
- February – on-board A New Leaf and CASS RRH
- March – on-board ABC PSH, City PSH and RRH; begin WV assessments
- April – on-board CBI Center for Hope TH and Save the Family PSH
- May - Offer to on-board Homeward Bound any other programs seeking voluntary participation

# Next Steps

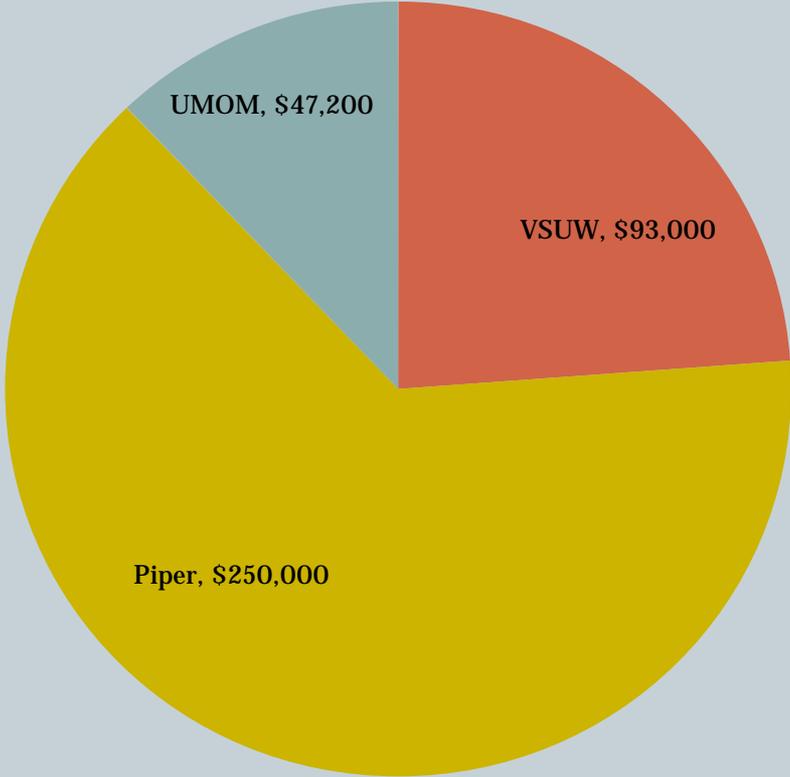


- EV and WV assessments with mobile team
- Expand to limited evening/weekend hours
- Coordination with HUD multifamily
- Coordination with HUD Section 8
- Coordination with DV system
- Integration of youth F-SPDAT
- Determine true community cost for birth certificates and IDs
- Increase outreach to Priority 1 families
- Updated needs assessment...right size interventions

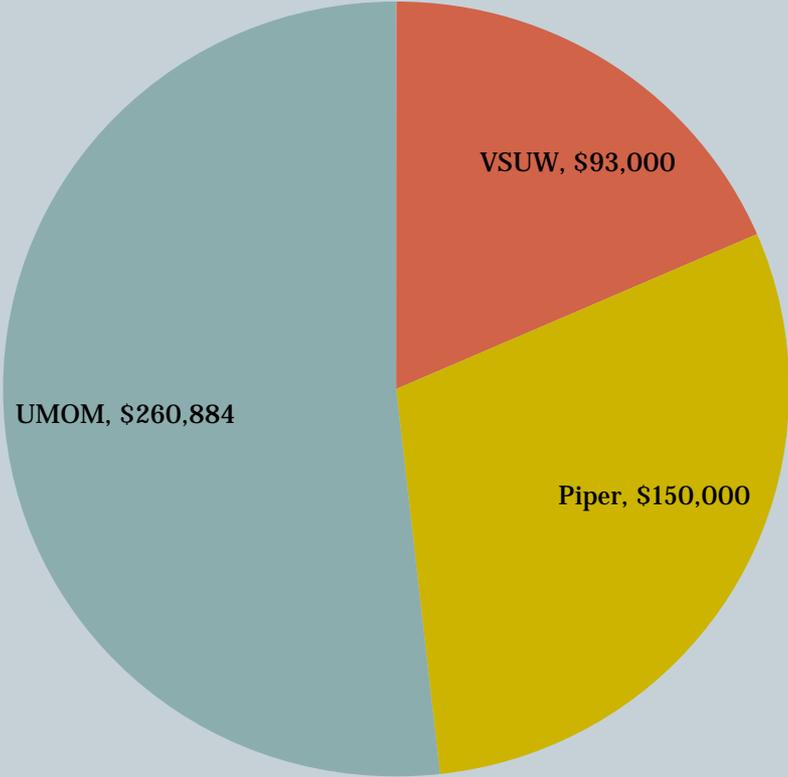
# Start Up Budget = \$193,400



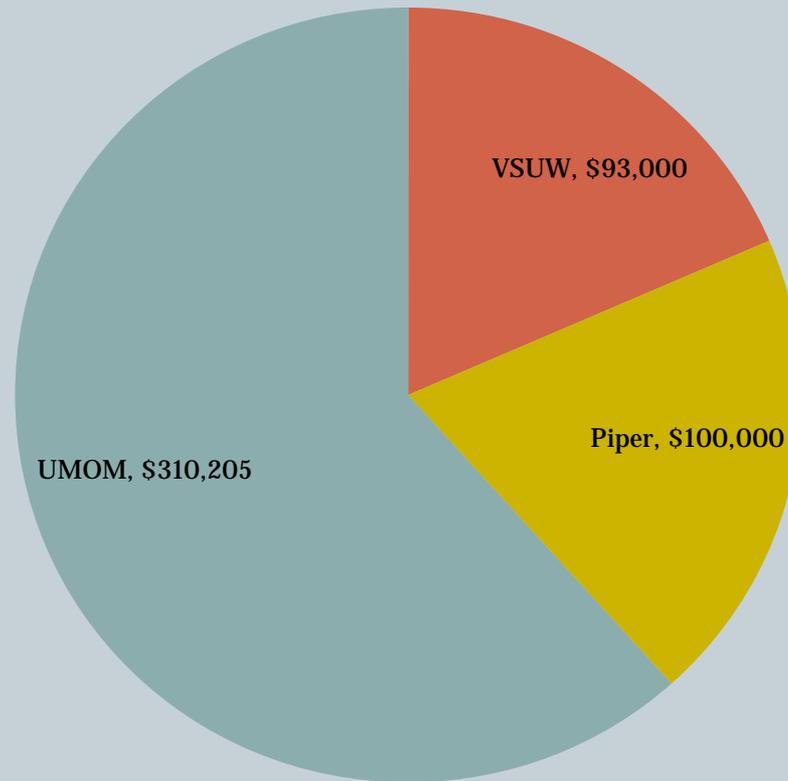
# Current Budget = \$390,200



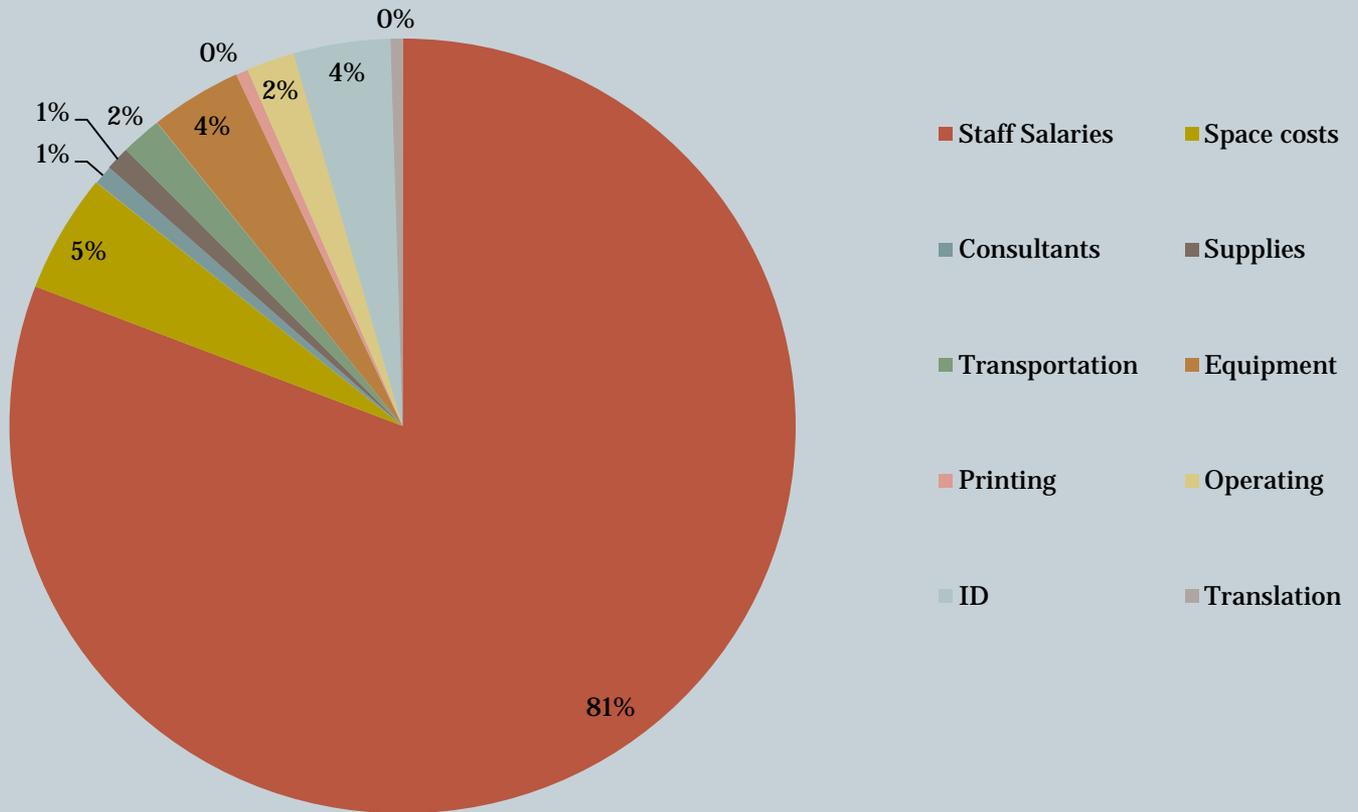
# Full Implementation Year 1: \$503,884



# Full Implementation Year 2: \$503,205



# Full Implementation Detail



# Needs



- Long term, sustainable funding
- Funding for birth certificates and ID
- Strategy for referrals to multifamily and Section 8 subsidized units
- Data and outcome consultant
- Education with the cities and towns; regional approach
- More coordination with DV and youth systems
- Continued training for staff

# DRAFT Community Needs Assessment



Agency/Program	System Capacity: units for HML families on any given day	Average length of stay (in days)	Cycles per year	Annual Capacity (units)	10 month need (based on FSPDAT prescreen)	12 month need (extrapolated)	Difference between capacity & need	Percentage difference
Emergency Shelter	160	73	5.0	800	900	1080	(280)	-35%
Rapid Rehousing	181	NA	1.0	181	449	539	(358)	-198%
Transitional Housing	362	313	1.2	422	308	370	53	12%
Permanent Supportive Housing (all units including SMI)	729	NA	NA	109	68	82	28	25%
Permanent Supportive Housing (non SMI units only)	129	NA	NA	19	68	82	(62)	-322%

# Questions?



**MATTIE LORD**  
**CHIEF PROGRAM OFFICER**  
**[MLORD@UMOM.ORG](mailto:MLORD@UMOM.ORG)**

**CHELA SULLIVAN**  
**DIRECTOR OF STRATEGIC HOUSING**  
**RESOURCES**  
**[CSULLIVAN@UMOM.ORG](mailto:CSULLIVAN@UMOM.ORG)**

**MILA VALLE**  
**FAMILY HOUSING HUB COORDINATOR**  
**[MVALLE@UMOM.ORG](mailto:MVALLE@UMOM.ORG)**