

Focus on One Stop Centers

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CITY OF COSTA MESA



Haven for Hope
San Antonio, TX.

Mission

Haven for Hope offers a **place of hope and new beginnings!** While we continue to work on solving the **root causes of homelessness**, we provide and coordinate an efficient system of care for men, women and children experiencing homelessness.



Evidence-Based Intervention

- **Recovery-oriented system of care** and comprehensive on-site social services, a person is guided from homelessness to housing.
- **Housing-first** is an approach that centers on providing homeless people with housing quickly and then providing services as needed.

Background: San Antonio Homeless Population 2005

Of those surveyed,

- 44% had been homeless for more than one year.
- 35% stated that they were homeless because they could not secure affordable housing.
- 79% stated that they intended to stay in San Antonio for more than a year.
- 28% of those surveyed through the 2003 CoC Census indicated that they had been turned away from a shelter because the shelter was full.
- In 2003, the San Antonio Metropolitan Ministries (SAMM) also reported that they were turning away 40 families per month who were seeking emergency shelter

Characteristics of the San Antonio Homeless Population 2005:

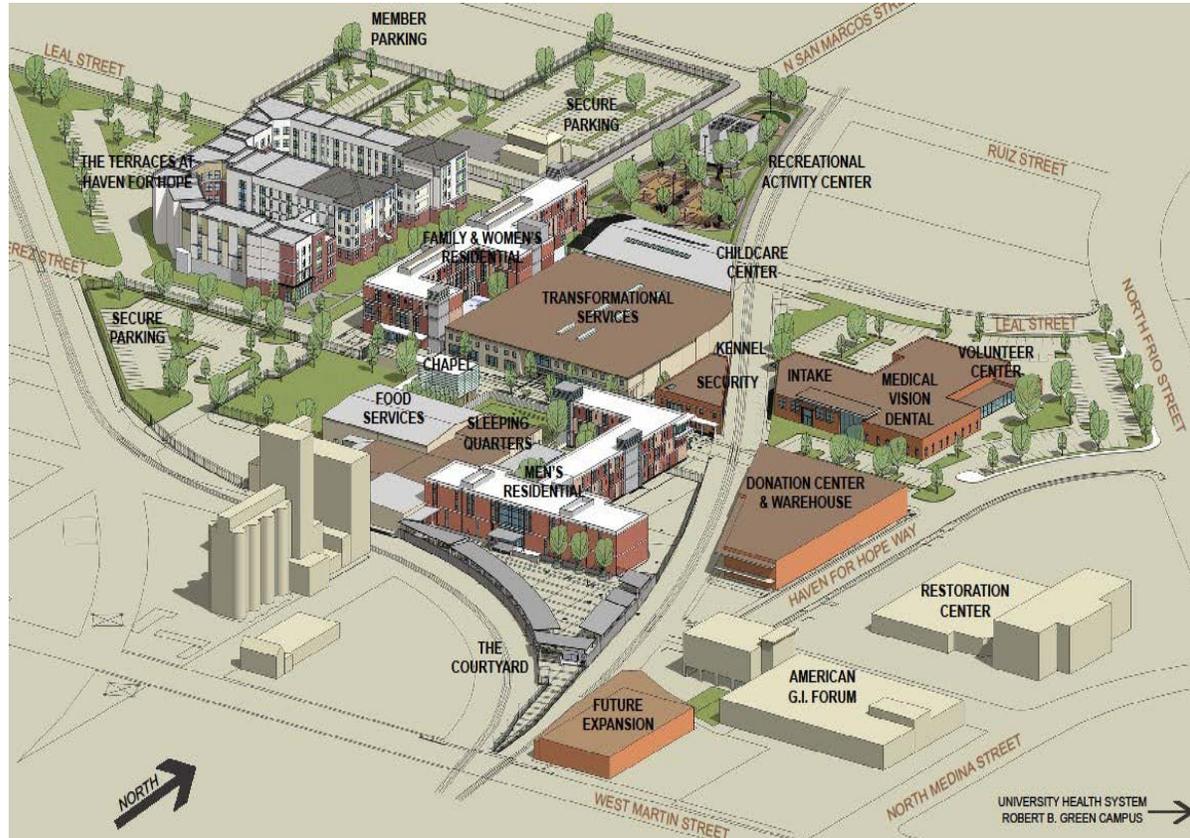
Homeless Population	Number	Percentage
Mentally Ill	6,292	25%
Substance Abuse	5,034	20%
AIDS/HIV-related Illness	503	2%
Employed	3,775	15%
Veterans	1,520	6%

Homeless Population	Number	Percentage
Members of Families with Children	12,333	49%
Single Men	7,047	28%
Single Women	3,272	13%
Unaccompanied Youth	2,517	10%

Civic Leaders Collaborate on One Stop Center

- In 2006 Mayor of San Antonio was disheartened by the increasing homeless problem in San Antonio.
- After meeting with business and civic leaders, the Community Council to End Homelessness was formed.
- At the recommendation of the Council Haven for Hope of Bexar County was formed as an independent 501(c)(3).

Haven House Offers



Haven of Hope is a 22-acre 1,500 overall capacity campus that provides:

- Case management, job training, residential facilities, education and coordination services.
- Partner with 93 organizations, 35 of which are located on our campus

The Courtyard (700 capacity)

- A safe outdoor sleeping area for guest needing temporary shelter and basic services.

The Transformational Campus (800 capacity)

- Long-term living quarters and services to help members address the root causes of their homelessness

Haven of Hope Philosophy

- Provision of support services in one integrated campus where homeless as well as low-income and substance abusing residents can find critical life-changing support services at one location.
- The co-location and overall interconnectedness of 78 organizations leads to a high level of holistic support and data/idea exchanges.
- Haven of Hope recognizes that holistic healing and transformation occurs into three tiered groups levels which include the spirit, the body, and the mind.

Haven of Hope Philosophy

- By bringing service providers together, H4H can realize its goal of treat the root causes of homelessness.
- One central location for several specialized services including:
 - veterans services,
 - sexual abuse counseling,
 - substance abuse, medical services ,
 - violence intervention services,
 - HIV/AIDS services
 - ex-offenders programs
 - pregnant teen services
 - animal kennel/shelter support services

Haven of Hope Philosophy

- The benefit of using one database/tracking system allows H4H to create a streamlined system that integrates and coordinates efforts without duplication.
- Providers are able to make multiple service provider appointments while collecting real time referrals and utilization of a common calendar

Option 1: Transformational Program

Life Skills Track

- Works to enable members to “possess the abilities to interact with others in a socially responsible manner and overcome functional barriers”.
- For homeless who lack basic life skills

The Educational/Vocational Track

- Enable members to “possess the skills to compete in the present and future job markets” .
- For those who already have life skills and are ready to begin job training.

Fast Track

- For the “economically homeless” who are homeless solely for economic reasons such as unemployment.

The Disability/Seniors Track

- For disabled and elderly persons who already have life skills

The In-House Recovery Program

- For those suffering from alcohol or drug addictions

Initial Participation in the Transformational Program:

The goal for 2011 was to place 400 members in jobs:

- As of December 9, 2011, 525 Members had been placed in jobs with benefits.
- During the month of November, 2011, 48 Members had found homes,
- 44 members found jobs,
- 2 Members successfully passed their GED (high school equivalency) exams
- There were 13,500 days of sobriety.

Option 2: Prospects Court Yard (PCY)

- Intended for persons who are not ready to commit to transformation.
- Provides Security to the Chronic Homeless
 - Members enter through a guard station
 - Must show their Haven for Hope identification badges
 - Any bags they are carrying are searched
 - Breaths are check for alcohol
 - Must walk through screening devices (Mental detectors)
 - Supervised by guards

Services Provided at PCY

- Indoor and Outdoor marked off sleeping facilities
- Clean mattresses, sheets, and blankets provided
- Showers and laundry facilities
- Thrift stores to buy clean clothes
- Medicine
- Ability to trade 4hrs of service to move inside
- No limitation on stays
- Dining Room
 - Serves three meals a day
 - 365 days a year
 - For 300 PCY members

Financing : Haven For Hope

- Total Project Cost: 103M
- Partnered with various public and private entities to secure loans (market and below market), grants, donations, and \$9.2 million tax credit subsidy (\$40 million in allocation)
- Government Grants
 - New Market Tax Credits \$9.2M (net subsidy)
 - City of San Antonio \$22.5M
 - County of Bexar, TX \$11.0M
 - State of Texas \$9.5 M

Financing : Haven For Hope

- Donors
 - Methodist Health Care Ministries \$7.1M
 - NuStar Foundation \$6.0M
 - Bill Greehey \$5.2M
 - AT&T Foundation \$5.0M
 - Other Charitable Gifts \$28.2M

Annual Organizational Expenses

System:	I. Campus Operations Partner Services	II. Life Safety	III. Case Management Social Work	IV. General	TOTAL
STAFF	30	40	42	11	123
SERVICES	<ul style="list-style-type: none"> Repairs Upkeep Information Technology <p>Haven for Hope training courses</p> <ul style="list-style-type: none"> Custodial Grounds Events Painting Utilities 	<p>5 contractors</p> <p>Security specializes in handling homeless and their specific needs and issues</p>	<p>Intake Case Management Tracking Software</p>	<p>Finance Human Resources</p>	All Services
COST	\$3.3M	\$2.1M	\$3.2M	\$1.1M	\$9.7M

What Have We Learned from Haven of Hope?

1. Centralization of virtually all services required for success makes service delivery more efficient
2. Developed through extensive analysis sector/service approaches that package and phase services for the homeless based on their mental capacity and physical needs
3. Importance of co-locating services and natural transition from one program to another
4. Master Calendar to avoid conflicting appointments
5. Ease of service navigation due to onsite assistance
6. Several levels of care based on mental and physical needs of the client

What Have We Learned from Haven of Hope?

7. Ongoing support during transition from homeless to housed
8. Providing a centralized location for all service-center groups and organizations to come and contribute in an effective, safe, and community enhancing services to the homeless is the most efficient model

Question: Could cities duplicate this model on a smaller scale? What would work in Huntington Beach