HOUSING SOLUTIONS for the southwest

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Providing help, housing and hope to our community since 1981!

2023 Data and Trends for 2024
Report to the Board by Kelsey Schumacher, Grants Manager
May 29th, 2024

As part of our Organizational Standards, this report is created each year for the Board to see how the agency is doing in meeting the goals of the current Community Action Plan. This report consists of six parts:

- Overview of Community Needs Assessment and Community Action Plan
- Success of specific strategies in the Housing Solutions' Community Action Plan
- 2023 Housing Solutions Program Data & Outcomes Highlights
- 2023 CSBG Sub-Grantee Program Data & Outcomes Highlights
- Analysis of outcomes and operational adjustments
- 2023 Customer satisfaction reports

Overview of the Community Needs Assessment and Community Action Plan:

Every three years Housing Solutions conducts a Needs Assessment, and uses the results to inform and develop a Community Action Plan. The current Community Action Plan is based on the most recent Needs Assessment completed by Housing Solutions in August 2023. The 2023 Needs Assessment identified affordable housing as the greatest concern across all respondents in our community. As a result, Housing Solutions identified the following community-wide strategies to address and increase housing stability across La Plata, Montezuma, Archuleta, Dolores, and San Juan Counties.

- Affordable Housing Programs (i.e. Espero, Vouchers, SW Horizon Ranch, Socorro)
- Housing Stability & Homeless Prevention Programs (i.e. CEAC, THOR, Rapid-Rehousing)
- Emergency Shelter Services for Homeless Individuals & Families
- Supporting Seniors in Independent Living Situations (i.e. Socorro, Home Rehab)
- Access to Mental Health & Substance Use Disorder Services
- Access to Medical Services/Treatment

Success of Specific Strategies in the Housing Solutions' Community Action Plan:

In 2024, Housing Solutions received a 3-year Transformational Homelessness Response Grant (THOR), which focuses on increasing the organizations capacity for homeless prevention activities, local homeless response systems improvement, and the development of a long-term local funding plan for our Community Emergency Assistance Program (CEAC). So far, in 2024 Housing Solutions was able to increase staffing by adding a Bilingual Housing Case Manager/Landlord Liaison and a Development and Engagement Specialist, effectively creating a Housing Stability Department within the agency. The focus of the Housing Stability Department for the 3-year grant period (2024-2026) will be the continued development and implementation of the strategies outline in our Transformational Homelessness Response Grant, which directly address the need for housing stability and homeless prevention assistance in our community.

In 2023, Housing Solutions began participating in a 2-year Statewide Supportive Housing Expansion Pilot Project (SWSHE). Through the SWSHE program, Housing Solutions was able to increase supportive services and staffing for our permanent supportive housing program Espero with increased front desk coverage, the addition of a Life Skills Coach position, and increased tenant support funding. Through the program, Housing Solutions was also able to issue permanent State Housing Vouchers to homeless individuals and families in our community identified by the Colorado Department of Health Care Policy & Financing (HCPF) as having high needs and multiple barriers to housing, effectively starting a scattered-site permanent supportive housing program. Housing Solutions hired a Case Manager to provide intensive housing case management to those selected for the scattered-site program and successfully assisted the 15 households move out of homelessness with ongoing case management for maintaining housing stability.

As part of the SWSHE pilot program, Housing Solutions has been working with HCPF to explore the feasibility of billing these supportive housing services to Medicaid in the future. Housing Solutions also received another grant through HCPF to cover some of the costs associated with the exploration of becoming a Medicaid Provider, as well as, funding to develop a robust Peer Support Program. The Peer Support Grant runs through September 2024, and will focus on training and professional development for staff, and equipment that will enhance our Peers ability to provide high quality supportive services to our clients. The hope is the enhancement of case management and supportive services through the SWSHE and Peer Support Grants will help the program participants become more connected to resources such as mental health, substance abuse, and medical services, which will lead to increased housing stability and long-term success.

2023 Housing Solutions Program Data & Outcomes Highlights:

2023 CEAC Data & Outcomes-

- 214 – Completed Applications
  - 116 -Approved
  - 98 – Denied (lack of funding was the primary reason)
  - 71- Referred to other programs at Housing Solutions. (EOC, LEAP, HP program)
- 508 – Individuals Assisted (Total # of people in the household)
- $97,932.87– Total Funds Distributed
  - $194,633.08 – Total Requested Funds
- $847 Average Funding Per Application
- Assistance Applied for:
  - 122 –Rental/Mortgage
  - 68 –Auto
  - 24 –Utilities
  - 7 –Miscellaneous – storage, child care, property taxes
- Applicants in La Plata County
  - 70% – Employed (general labor, construction, restaurant, customer service, retail, housekeeping, caregivers, clerical, etc.)
  - 20% –Seeking Employment
  - 10% – Disabled or Retired

2023 Voucher Program-

- 265 total Households with Housing Vouchers
  - 252 Households in housing and 13 Households searching

2023 Reverse Mortgage Counseling

- 139 Seniors received Reverse Mortgage counseling from Housing Solutions HECM Certified Housing Counselor

2023 Home Rehabilitation Program

- 21 Households received vital home rehabilitation services, many of whom were seniors

2023 Espero and Non-Espero SWSHE Program Data & Outcomes-

- 31 Households moved out of homelessness into permanent housing in 2023
  - 28 of the 31 Households are currently still in our permanent supportive housing programs
- 77 Individuals received wrap around case management and supportive housing services

2023 CSBG Sub-Grantees Data & Outcomes Highlights:

- **VOA Durango Community Shelter-** Provided temporary housing placement to 226 Individuals experiencing homelessness
- **Montezuma Senior Center-** 214 low-income seniors received food assistance
- **Montezuma Transportation-** 198 low-income individuals received transportation assistance
- **San Juan County Social Services-** 24 low-income individuals received food assistance
- **SW Housing Providers (Food for Seniors)-** 22 low-income seniors received food assistance
- **Dolores County Senior Services-** 8 low-income seniors received food assistance

Analysis of Outcomes and Operational Adjustments:

In 2023, through Housing Solutions programs 1,503 individuals achieved one or more outcomes as identified by the CSBG National Performance Indicators in various domains. In other words, the assistance they received resulted in a measureable positive outcome in the fields of Housing & Health.

One operational adjustment to note for 2024 is an update to the way we have been reporting clients served in Housing Solutions Voucher Program. Previously, our annual report data has only included the Voucher holders (or head of household) and not all members of the household due to restrictions for pulling demographic information from the ELITE database. In 2024, Housing Solutions Staff will be requesting a more detailed report from the DOH so all household members and demographics for each individual in a voucher household can be accurately accounted for in our annual report. This will allow us to have a better picture of the number and demographics of people served annually by Housing Solutions Voucher program, further highlighting the positive impact of the program in our community.

2023 Customer Satisfaction Reports:

Program runs smoothly. We couldn't have made it through this without your help. Very thankful for the program & for HSSW.

Program runs awesome! I'm very thankful for your help keeping our electric on during this hard time. I'm current on all of my bills now.

Program is wonderfully ran. I'm current on all of my bills, including rent. This program saved my life!