HOUSING SOLUTIONS for the southwest

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

2024 Data and Outcomes for 2025
Annual Report to the Board

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This report includes data and outcomes on Housing Solutions activities for program year 2024 as they relate to the agencies current Community Needs Assessment and Community Action Plan. This summary of 2024 program activities and outcomes provides the Housing Solutions Board with insight into the agencies progress in meeting the goals of the current Community Action Plan. The annual report to the Board is also a helpful tool the Board can use to educate anyone looking to gain a better understanding of the important work Housing Solutions is doing and the positive impact the agencies programs are having in the community at large.

This report consists of six parts:

1. Overview of the current Community Needs Assessment and Community Action Plan
2. 2024-2026 Community Action Plan Progress to Date
3. 2024 Housing Solutions Program Data & Outcomes
4. 2024 CSBG Sub-Grantee Program Data & Outcomes
5. Analysis of Outcomes and Operational Adjustments
6. 2024 Customer Satisfaction Survey Responses

Overview of the Community Needs Assessment and Community Action Plan:

Every three years Housing Solutions conducts a Community Needs Assessment and uses the results to inform and develop a Community Action Plan, which guides the agencies service model and program delivery for the following three-year CSBG grant cycle. Housing Solutions staff completed the most recent Needs Assessment in August 2023, and updated it in November 2024. Following the November 2024 Community Needs Assessment update, Housing Solutions staff updated the Community Action Plan as well. The current Community Needs Assessment and Community Action Plan will remain in place until the end of the current CSBG grant cycle in 2026.

Housing Solutions' current Community Needs Assessment identified several community, agency, and family level needs across Southwest Colorado comprised of La Plata, Montezuma, Archuleta, Dolores, and San Juan Counties. The needs identified were as follows:

Family level needs:

1. Households are at risk of eviction/foreclosure
2. Households cannot afford their expenses
3. Seniors lack good nutrition

Agency level needs:

1. Lack of funding for general operations
2. Lack of experienced and committed staff

Community level needs:

1. Lack of affordable housing
2. Lack of employers that pay a living wage

Of the needs identified, lack of affordable housing was the number one community level need for households living in poverty across all five counties.

In response to the above-mentioned needs, Housing Solutions programs and the agencies sub-grantees programs are utilizing the following community-wide strategies to address the affordable housing crisis and increase housing stability across La Plata, Montezuma, Archuleta, Dolores, and San Juan Counties.

1. **Long-term Affordable Housing:**
   - HSSW Programs addressing this need include SW Horizon Ranch, Socorro Senior Housing, Espero Permanent Supportive Housing, HSSW Housing Voucher Program
2. **Housing Stability & Homeless Prevention Programs:**
   - HSSW Programs addressing this need include Community Emergency Assistance Coalition (CEAC), Transformational Homelessness Response Program (THR), Housing Our Workforce Locally (HOWL), Rapid Re-housing Program, Homeless Prevention Assistance Program (HPAP)
3. **Emergency Shelter Services for Homeless Individuals & Families:**
   - Sub-grantee Program addressing this need is the Volunteers of America Durango Community Shelter
4. **Supporting Seniors in Independent Living Situations:**
   - HSSW Programs addressing this need include Socorro, Reverse Mortgage Counseling (HECM), Espero Permanent Supportive Housing, and HSSW Housing Voucher Program
   - Sub-grantee Programs addressing this need include Montezuma County Senior Center, Dolores County Senior Services, and San Juan County Social Services
5. **Access to Mental Health & Substance Use Disorder Services:**
   - HSSW Programs addressing this need include Espero PSH and all programs with case management
6. **Access to Medical Services/Treatment:**
   - HSSW Programs addressing this need include Espero PSH and all programs with case management

Note: The Housing Solutions Board reviews and approves the Community Needs Assessment and the Community Action Plan. The Housing Solutions Grant Manager presents the Annual Report to the Board at the Board Meeting following the agencies completion of the CSBG Annual Report and Pre-Review process conducted by the Colorado Community Action Association and Department of Local Affairs CSBG Staff. The Board may request copies of these documents from the Housing Solutions Grant Manager at any time.

2024-2026 Community Action Plan Progress to Date:

In 2024, Housing Solutions received a 3-year Transformational Homelessness Response Grant (THR) to focus 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 the Community Emergency Assistance Program (CEAC). Through this project, Housing Solutions has been able to increase staffing by adding a Bilingual Housing Case Manager/Landlord Liaison and created a Housing Stability Department within the agency. The focus of the Housing Stability Department for the 3-year grant period (2024-2026) is to develop and implement the strategies outline in the THR Grant proposal. Since the grant began, Housing Solutions has successfully increased homeless prevention assistance for community members with an emphasis on services that support long-term housing stability.

Additionally, Housing Solutions successfully brought together local, regional, and state partners to work on the systems improvement activities incorporated into this project. These activities aim to advance our regions' homelessness response by building a robust and comprehensive SW Region Continuum of Care (CoC) and Coordinated Entry (CE) system. Housing Solutions has been working closely with our CoC partners to refine the CE policies and procedures, establish short and long-term goals, improve data collection and sharing processes, strengthen outreach efforts, and form a SW Regional Coalition to focus on systems improvement work at a higher level. Currently, Housing Solutions staff participate in the following newly formed work groups established to meet the goals of the SW Region CoC: homeless response systems improvement team, case conferencing transformation team, and the southwest regional coalition planning team.

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 at Espero. This included increased front desk coverage, the addition of a Life Skills Coach position, and increased tenant support funding for tenant supplies and activities. Additionally, through the program Housing Solutions was able to issue 15 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. 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 and into housing with ongoing case management for maintaining housing stability. This funding source ended in September 2024, since the end of the program Housing Solutions had to reduce staffing and supportive services provided by our agency to the SWSHE program participants. To alleviate the impact of the reduction in staffing/services, Housing Solutions collaborated with Axis Health System to connect all SWSHE participants with the Axis care teams most appropriate for their needs effectively handing off the elevated case management and services to Axis Health System.

2024 Housing Solutions Program Data & Outcomes:

2024 Community Emergency Assistance Coalition (CEAC) Program Data & Outcomes-

- 163- Completed Applications
    - 140- Approved
    - 23- Denied (not sustainable and/or budget mismanagement)
    - 30% of applicants referred to other programs at Housing Solutions. (EOC, LEAP, HP program)
- 331- Individuals Assisted (Total # of people in the household)
- $120,711.98- Total Funds Distributed
    - $142,208.59- Total Requested Funds
- $862 Average Funding Per Application
- Vulnerable Population Demographics:

21- 55 years and older	13- Disabled
44- Single parent/grandparents	3- Students
4- Veterans	5- Undocumented
10- Domestic violence victims	
12- Homeless	

- Assistance Applied for:
    - 58- Rental/Mortgage

    - 73- Auto
    - 9- Utilities
    - 8- Miscellaneous – mortgage, storage, HOA dues
- 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
    - Average Income per household $23,558.00

2024 Voucher Program-

- 308 total Households:
    - 541 Individuals- 376 adults & 165 children
    - 147- 55 years and older
    - 74 single parents
    - 7 veterans
- $3,282,739.79 brought to the community from the Colorado Department of Housing through HSSW Housing Voucher Program

2024 Reverse Mortgage Counseling

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

2024 Home Rehabilitation Program

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

2024 Espero PSH Program

- 52 Individuals were served in the Espero PSH program
    - 9 Individuals moved out of chronic homelessness and into Espero

2024 Homeless Prevention/ Rapid Rehousing Programs

- 249 Individuals (96 Households) were served through HSSW Homeless Prevention and Rapid Rehousing Programs

<u>2024 CSBG Sub-Grantees Data & Outcomes:</u>

- **VOA Durango Community Shelter-** Provided temporary housing placement to 228 Individuals (190 Households) experiencing homelessness
- **Montezuma Senior Center-** 257 low-income seniors received food assistance
- **Montezuma Transportation-** 209 low-income individuals received transportation assistance
- **San Juan County Social Services-** 11 low-income individuals received food assistance
- **SW Housing Providers (Food for Seniors)-** 26 low-income seniors received food assistance
- **Dolores County Senior Services-** 3 low-income seniors received food assistance

<u>Analysis of Outcomes and Operational Adjustments:</u>

In 2024, through Housing Solutions and Housing Solutions sub-grantee's programs 1,957 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.

Housing Solutions experienced several reductions in grant funding in 2024, including the elimination of the Home Rehabilitation Programs funding. Due to the funding cuts, Housing Solutions had to reduce staffing and is currently in the process of winding down the Home Rehabilitation Program. This year, Housing Solutions staff will be working on updating the agencies strategic plan and has applied for funding to support comprehensive succession planning for the agencies key positions.

2024 Customer Satisfaction Reports:

"I just wanted to tell you that I'm caught back up with my rent and wanted to say Thank you very much for your help and I appreciate it very much." sincerely JJ

"I so appreciate y'all for helping me with my broken car. I cannot thank you enough. It took such a financial pressure off my shoulders. God Bless you all." - BJ

"We were tickled pink with the CEAC process and have no suggestions for improvement. However, we are moving back to Mississippi to be closer to family." JM&RC

"Assistance helped tremendously. It is awesome that you are here and working together to help families like me." HW