## **Transitional Aged Youth (TAY) Collaborative Committee**

Meeting Date: May 13, 2022 Meeting Time: 1:00 p.m. – 2:00 p.m. Meeting Link: https://ocgov.webex.com/ocgov/j.php?MTID=mf3dfad1ad8420128a9be7b7df54f39eb Meeting ID: 177 820 0292 Password: 7s5ZJXrtJ3M

## Agenda

- 1. Welcome and Introductions
- 2. TAY Collaborative Committee Charter
  - a. Next steps
- 3. Youth Homelessness Demonstration Program Planning
  - a. <u>Learning From Other Communities: Ending Youth Homelessness</u>
  - b. Timeline
  - c. Presentation to the Board
- 4. Youth Action Board Job Description
  - a. General Feedback Review
- 5. Rapid Rehousing (RRH) for Youth and Best Practices
- 6. Data Overview
  - a. TAY Housing Needs Overview
  - b. TAY Dashboard
- 7. Next Meeting: July 8, 2022; at 1:00 p.m.



### Youth Action Board (YAB) Role Description

#### What is the Youth Action Board?

The Youth Action Board (YAB) is a group comprised of talented young leaders, ages 18-24, who join the Orange County Continuum of Care's (CoC) efforts to implement a strategy to address Transitional Aged Youth (TAY) homelessness in Orange County. YAB members meet with CoC staff monthly to contribute their voices to help address some of the most pressing issues facing youth experiencing homelessness. YAB members will work to improve TAY services under three main categories: Community Engagement, Policy Development, and Political Advocacy.

#### What are the responsibilities of a YAB member?

- Attend YAB Committee and CoC Board meetings
- Build community awareness of the needs of youth experiencing homelessness
- Provide resources and assist in developing recommendations as it relates to youth experiencing homelessness
- Participate in programs, events and opportunities including but not limited to:
  - Outreach to peer groups
  - Focus groups and surveys
- Act in an advisory capacity by making recommendations to the CoC in matters pertaining to TAY related services, programs, policies and/or legislation
- Reviewing material related to the Youth Homeless Demonstration Program (YHDP) planning process
- Assist the CoC in applying for relevant funding opportunities, such as the YHDP

#### What are the benefits of being a YAB member?

- Develop and/or improve your leadership, personal and professional skillset
- Serve your community contribute to implementing strategies to address homelessness in Orange County
- Food will be provided at meetings
- Receive compensation of

#### **Time Requirement**

- The YAB will meet for regular meetings with a time commitment of one (1-2) hours per month
- Members of the YAB should allot additional time to review agendas, minutes, and other supportive documentation when distributed

#### **Term of Appointment**

The YAB term is limited to a 12-month period, and members must re-apply every year to renew their term.

**Commented [VM1]:** At times, not all members of the collective have been housed. It would be nice if youth who were experiencing homelessness while trying to be leaders received more care. Like getting a room the day before a meeting where you make decisions so you can be fully present because your voice matters. – have we considered this at all? It has not been addressed

Commented [VM2]: Should this be removed?

Commented [VM3]: Can we promise this?

**Commented [VM4]:** Will compensation be an hourly rate or stipend? How often will members be paid?

**Commented [VM5R4]:** Who will be paying them? Who will be supervising?

**Commented [VM6]:** Will meetings be in person or virtual?

**Commented [VM7R6]:** What are the meeting times/days?

**Commented [VM8]:** Update the time commitment to include prep time and follow up that will be required. Recommendation: 1 hour for YAB meeting + 1 Hour of prep time before meeting and 1 hour for any additional follow up? 3 hours total? Do we want to encourage attendance of CoC Board meetings?

**Commented [VM9]:** Should this be changed? Longer? Shorter?

How to Apply

If you are interested in applying, please complete the <u>Youth Action Board (YAB) Candidate Interest</u> <u>Form</u>, and email the application to <u>CareCoordination@ochca.com</u>.

# DRAFT



Rapid re-housing (RRH) for youth (defined as less than 25 years of age) is an evolving model that can be implemented using the PH-RRH component type under HUD's CoC Program. The programs profiled here use a variety of funding sources (e.g. HUD, HHS, private and foundation funding, etc.), so readers should check the eligibility of specific elements. However, each has developed replicable, CoC-eligible, promising practices for: 1.) Rapidly moving youth into permanent housing; 2.) Offering short- to medium-term financial assistance; and 3.) Providing developmentally appropriate case management and services. This information, contributed by representatives from each profiled program, is not intended to represent a complete service description, but rather to highlight what is working for some programs and further an important dialogue on ending youth homelessness.

## Northwest Youth Services in Bellingham, WA

Northwest Youth Services has been working with youth since 1976. They assist with both transitional and permanent housing options, including RRH. Their youth RRH program, called Permanent Housing, has been operating for the past 8 years, supported by local, County, and State funding sources. The agency also operates a variety of vocational services focused on youth, which are available to all youth in their housing programs. The average length of stay for youth in the RRH program is 9 months (maximum of 24 months). The program served a total of 39 youth in 2014.

## Target Population

Northwest Youth Services' RRH program is targeted toward homeless youth aged 18-24. The priority is focused on the most vulnerable youth, including those who are chronically homeless. The program does not require youth to be clean and sober or addressing mental health issues at the time of enrollment. There is an established street youth culture in the area, and outreach knows the location of the bus stops and camps on the outskirts of town where homeless youth can be found. The program accepts referrals from the local Coordinated Entry system and walk-ins.

## Housing Identification

Housing search is tailored to each youth's choices. Youth may want to live with a roommate; if so, staff will help them

anticipate roommate problems that might come up and mediate conflicts if necessary. Additionally, Northwest Youth Services will, if needed, help youth look up vacancies online, call a landlord to set up an interview, or take youth to look at vacancies in properties owned by landlord partners. Part of the housing search process is to help youth create a budget that includes rent, expenses, and projected income. Within this budget, the youth decide if they can afford an efficiency, one-bedroom, or shared two-bedroom apartment. The program offers the usual landlord supports: communication, mediation, monitoring, timely payments, etc. Youth hold the lease, which may be for one year, three months, or month-to-month. Landlord partners trust the program, and thus partner to determine the length of lease that will be best for that youth.

"We believe every person has the capacity to change, even if that's not apparent, and this informs the way we approach youth. We're the first to believe in and support their plans. Our style of case management is not telling, it's partnering."

## **Financial Assistance**

Youth must pay at least 30% of any income they have received during the past thirty days toward move-in costs security deposit, household items, etc.—as well as at least that portion for their ongoing subsidy. Rent subsidies are reviewed every three months to assure participants understand the urgency of obtaining an income to sustain rent.

Rapid Re-housing for Youth Program Profile: Northwest Youth Services in Bellingham, WA

Furnishings are important and the program relies heavily on a nonprofit clearinghouse that will deliver donated furniture from their warehouse. They also request items from the public via social media, and have a small, flexible pool from private funds to purchase kitchen supplies.

## Case Management & Services

The program blends Positive Youth Development, harm reduction, and Housing First practices to serve its youth. This

allows Northwest Youth Services to engage youth in the developmental and social stage they are experiencing: "The concept of permanence is important, but at this age, relationships—partners, friends—are changing, sometimes rapidly." Services and goals for youth need to be flexible in order to quickly adapt to such changes.

The program's caseloads are generally 14 youth per case manager. Staff provide weekly case management meetings and home visits as frequently as necessary, but at least monthly. Case managers know how

"Staff need to have skills, too! They receive psychosocial skills training 2 hours per week for 20 weeks to learn how to de-escalate themselves, manage the stresses of secondary trauma, and self-care. We have two facilitators trained in this work."

to support lease compliance. For example, if a youth's music is too loud for their neighbor, the case manager will have conversations about how to resolve the conflict—"Can you wear headphones? What's 'too loud' for your neighbor? Let's mark that as a maximum on the volume knob." Staff will sometimes create practice "NO VISITORS" signs if the youth wants help learning boundaries with friends. Staff work as a team to respond to possible crises as soon as possible.

Adequate income is essential for youth to maintain their housing at exit, but many initially lack skills and experience. Northwest Youth Services offers vocational support and employment assistance through other agency programs. This includes help with preparing for the job search, the search itself, and even part-time jobs for youth who have never faced the social and time requirements of employment.

Case plans are reviewed every three months: "Are these still your goals? Are you making progress? Do you need new goals or smaller steps? Where are you now, and where do you want to be?" Youth start with 3 to 4 goals, and can increase the number later. The intent of these goals is to move from crisis to "thriving self-sufficiency."

## Final Thoughts

Northwest Youth Services doesn't claim that RRH for youth is easy, but they allow a strong belief in the importance of this work guide them: "We were told that rapid rehousing doesn't work for youth, but that's what we do. There are risks and challenges—it's hard—but we need to apply what we believe, and do so creatively, strongly. We evaluate what youth want and make every attempt to say **yes** to that. We're not Pollyanna; we use available skills and resources to believe youth will be successful and support the development of practical skills. We make the commitment that we will walk with them through risks. It requires a high level of support to landlords and staff, which may be a challenge, but in three years we have had just one eviction; we have found it to be effective."

## For further information on this program:

Robin Meyer, Northwest Youth Services, Housing Programs Manager (360) 734-9862 ext. 105 <u>robinm@nwys.orq</u> <u>http://www.nwys.org/</u>



Rapid re-housing (RRH) for youth (defined as less than 25 years of age) is an evolving model that can be implemented using the PH-RRH component type under HUD's CoC Program. The programs profiled here use a variety of funding sources (e.g. HUD, HHS, private and foundation funding, etc.), so readers should check the eligibility of specific elements. However, each has developed replicable, CoC-eligible, promising practices for: 1.) Rapidly moving youth into permanent housing; 2.) Offering short- to medium-term financial assistance; and 3.) Providing developmentally appropriate case management and services. This information, contributed by representatives from each profiled program, is not intended to represent a complete service description, but rather to highlight what is working for some programs and further an important dialogue on ending youth homelessness.

## Pathfinders Q-BLOK Program in Milwaukee, WI

The Pathfinders Q-BLOK Program launched in 2009 with a 25 youth caseload using Homelessness Prevention and Rapid Re-housing Program (HPRP) funds. Since the end of HPRP, Pathfinders has continued on at a smaller scale with about 8-10 youth at a time. The average length of stay for the program is about a year, while the maximum stay is generally 18 months. If a youth needs longer assistance, the program may be able to provide it under one of its more flexible funding sources. The program is primarily funded by Emergency Solutions Grants (ESG) Program funds, funds from the Milwaukee County Housing Division, and local United Way dollars.

## **Target Population**

Q-BLOK is designed to assist young adults, aged 18-25, who are LGBTQ-identified, and entering adulthood ill-equipped to achieve successful independence and self-sufficiency due to their histories of running away, homelessness, and family rejection. The program also serves "allied youth," or those comfortable with an LGBTQ community, but who don't personally identify as such. This target population was chosen based on local data when University of Wisconsin-Milwaukee researchers found in 2008 that 23-24% of the area's homeless youth identified as LGBTQ. Because the program uses multiple funding sources, some youth meet one set of eligibility requirements and others qualify under different criteria.

## Housing Identification

"We don't address any other issues until we get the housing secured." Q-BLOK works with a single landlord who has multiple safe and affordable buildings, with many units in different locations. The landlord is a strong, supportive partner and would offer more units if the program wanted to expand. The program master leases ten units and initially paid the damage deposits, which roll over as new program participants move into the unit. Units are all efficiencies or one-bedrooms; the youth signs a sublease and

can convert that to an individual lease at program exit (the program transfers their master lease to another unit). This method allows reasonable choice between the properties and enables the program to move youth into housing "incredibly fast." Master leasing also avoids the problem of breaking the lease if a youth moves early. The landlord trusts the program's decisions on placing new youth into vacated units and allows a youth who is not succeeding in one property to move into another. They have had zero evictions.

## **Financial Assistance**

When Q-BLOK began, rental subsidies declined on a fixed timeline. However, the program found that this rigid schedule rarely worked; their population needed greater support while gaining the skills and education needed to obtain

Rapid Re-housing for Youth Program Profile: Pathfinders Q-BLOK Program in Milwaukee, WI

employment and financial independence. As a result, the program now covers 100% of housing costs, as long as the youth is enrolled in the program, so that case managers can work on budgeting, saving, and job searching at each person's pace and direction.

Heat is included in the rent, but other utilities are in the youth's name, with utility subsidy, if needed. Units are rented unfurnished, but can usually be filled with local donations. When a youth exits the program, they have the option of taking the furnishings with them.

The program understands the kind of lease violations common to youth: "We don't try to *catch* them; we won't hold the housing over their heads if they are doing drugs, etc." The program can't allow a friend to be doubled up or couch-hop with a program participant, but they understand the issue and "may try to help the friend, too."

## **Case Management & Services**

<u>Positive Youth Development</u> is deeply embedded in Q-BLOK's service delivery approach. In addition, the program utilizes harm reduction, trauma-informed care, and Housing First concepts to best engage youth. As with most youth RRH programs, case management is intensive. The program's case manager works with 8-10 youth and each youth is assigned a volunteer mentor who acts as a stable, adult presence in their life, assisting with their social and emotional wellbeing. At the program's end, many of the youth stay in contact with this mentor.

Services are customized to meet the individual needs of each youth some may have an educational goal, while others are focused on gaining employment, or obtaining disability benefits. Many skills are taught directly in the youth's housing unit, such as cooking or doing laundry. "All services are client-centered and client-driven. I think that works really well for young people based on where they are developmentally. We don't set unrealistic benchmarks and timelines, which is what fails for young people in more adult-designed systems of care. We get more and earlier buy-in with youth when we use this approach, tailoring services and supports that work for them."

# Final Thoughts

Pathfinders is a community leader in adopting Housing First, though it is a newer concept that continues to be refined. They recognized that providing housing, first, wasn't necessarily the same as being "Housing First" after an incident earlier in the program's history where they removed a youth from her housing and separated her from the program when she wasn't able to meet employment goals and service requirements.

"We use that example of why we're moving to a Housing First approach. If we had already been there philosophically, she would not have moved back into a homeless situation. It shows how the way we were doing our services wasn't working for some of the youth who needed our program the most."

For further information on this program: Tim Baack, Pathfinders, President & CEO (414) 988-6813 <u>tbaack@pathfindersmke.org</u> http://pathfindersmke.org/services/q-blok/



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## The Salvation Army's Youth Counts Rapid Re-housing Program in Central Ohio

The Salvation Army's Youth Counts Rapid Re-housing Program started in 2009 and operates in the suburban and rural communities outside of the Columbus, Ohio metropolitan area, serving 23 youth per year throughout a four-county region. The average length of stay in the program is 9-10 months, while the maximum length of stay is 12 months. The organization was originally approached about starting the program by the Delaware County Children's Services due to Salvation Army's success with a family RRH program. The community had identified a need to house youth transitioning out of the foster care system quickly and efficiently, so Salvation Army staff started with what they knew from their work with families and asked, "How could this work for youth? How can we adapt this?"

## **Target Population**

The program primarily serves youth who have aged out of foster care, tried independent housing, failed, and become homeless. Youth are generally aged 18-22, but the program will occasionally assist an emancipated 17-year-old.

"We really try to not screen youth out because we're it for this area. There are no shelters for them; we're the safety net. We've even been able to rehouse someone with an arson charge."

Consistent with a Housing First philosophy, Youth Counts has a very low-barrier intake process; they accept youth with a variety of

backgrounds and barriers, including substance abuse and criminal history. Even when a youth shows up for the intake interview high on drugs, they are not automatically considered ineligible. Staff *expects* youth will have zero income and very limited fundamental life skills: "they lack a reservoir of experience and success to draw from."

## Housing Identification

Like most RRH programs, Youth Counts participants move into scattered site, private-market units with a lease in their own name (the program no longer signs master leases). Leases are generally one-year, per both landlord and program preference. If a youth wants to move out early, the program helps them negotiate with the landlord, and may move another client into the unit to finish the term of the lease—as happened when one client abandoned the unit "to join the circus."

Some youth know exactly where they want to live and the program will approach the landlord of the chosen location to describe their RRH services and landlord supports. Many youth, however, have no idea how or where to find housing, and program staff will match them to an appropriate partner landlord, based on landlord preferences and the youth's barriers. This is a common housing search strategy for all RRH programs.

The program has many landlord partners and works to maintain those relationships. Staff "stand by the landlord and do whatever it takes, even when that means shoveling dog poop and ripping out carpet."

## Financial Assistance

Rental subsidies are generally medium-term for youth populations. Youth Counts provides, on average, 6-9 months of rental and utility assistance, reducing the amount gradually, but remaining flexible enough to fit each youth's situation. For example, if a particular youth loses employment or faces other obstacles and needs a greater amount of financial assistance or services, case managers will work with that youth to develop an individualized plan.

Like all RRH programs, Youth Counts offers all housing start-up costs, including security and utility deposits. Since youth often have no possessions, staff also find bedding, furniture, pots and pans, etc. The program also has flex funds to pay for driver's license costs, laundry, and cleaning supplies. Salvation Army has a food pantry, and case managers know to bring food supplies to certain youth during home visits. The costs for this program are a bit outside of the box compared to other Salvation Army programs. Being this flexible requires utilizing a variety of funders, including the Emergency Solutions Grants (ESG) Program, State funds, United Way, foundations, and other resources of the Salvation Army.

## **Case Management & Services**

"We see our role as being a safety net for these youth to make some of the normal decisions that teenagers make. We realize sometimes they're going to make bad decisions, and they'll have to face those, but it doesn't mean they have to lose their housing." Services are more intense than many other RRH programs for other populations. Caseloads are about 5-6, and home visits are at least twice per week. Case managers provide "mobile" case management, meeting the youth where they are—in their homes, grocery stores, the DMV, etc. Youth Counts staff utilize youth-centered communication: they provide TracPhones and text constantly.

The program has a life skills curriculum, but youth self-direct what they will learn— "Here's what we think you might need to know, what do you think?" Youth Counts employs various practices consistent with a Housing First approach: low-barrier entry, strength-based assistance, harm reduction, progressive engagement, and motivational interviewing. They understand that progress may be incremental and shorter-term for this population, so they celebrate the many small successes along

the way—"We have to constantly check ourselves and remember that housing stability can mean many things."

## Final Thoughts

Youth Counts staff acknowledge that their program is not yet perfect, but they constantly work to refine it, knowing the important void it fills in the community. They provide ongoing training for staff on the core practices of Housing First and other methods used in their case management model, not shying away from discussing the hard parts. "We have to temper our wanting to save the world and be okay with knowing we're setting people on the right track. Even if they fail, they've learned something and will keep on learning. The journey, not the end goal, is what's important."

## For further information on this program:

Beth Fetzer-Rice, The Salvation Army in Central Ohio, Director of Housing and Disaster Services (614) 437-2148 <u>BFetzer-Rice@use.salvationarmy.org</u> www.SalvationArmyColumbus.org



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## Valley Youth House in Philadelphia & Montgomery County, Pennsylvania

Valley Youth House offers 10 distinct independent living programs and subprograms in Philadelphia and Montgomery County, and 26 within the agency as a whole, serving a total of 400 youth. The agency has been working with foster youth for 40 years, and assisting them with housing for over ten years. In 2009, they received funding through the Homelessness Prevention and Rapid Re-housing Program, and were able to launch a program for LGBTQ-identified youth experiencing homelessness. Their methods of providing RRH for youth continue to evolve through experience with RRH for youth with children. In 2014, the organization's total caseload for youth RRH programs was 52 youth and 8 children with an average length of stay of 6-12 months, though generally closer to the one-year mark. The maximum length of stay is 2 years, but it is very rare that a youth will need to stay in the program for that long.

## **Target Population**

Valley Youth House assists youth experiencing homelessness, ages 18-24. Youth may start in RRH with an option for other more supervised Valley Youth Housing programs if appropriate.

The program is intentionally transitioning to Housing First: "A few years ago we had conditional acceptance. We would help the youth with planning, but offer no financial assistance until they did everything in "We believe in setting expectations rather than rigid rules. We focus on letting youth learn community norms, not Valley Youth House rules. Don't sweat the small stuff."

their plan. We had good outcomes, but were probably taking the highest functioning youth." The program has since dropped drug screening as a prerequisite, and has only screened out one youth in the past year.

## Housing Identification

Apartments are scattered site, private-market units. Program participants can find housing on their own if they wish though few do—or be matched with a partner landlord. Shared housing is permitted, even encouraged for financial reasons, and the program will pair roommates if the youth don't know anyone they can live with—even though roommate conflict may require staff intervention or negotiation.

"It takes years to build up a list of landlords who will work with us and our youth." Landlords are often more concerned about renting to youth than renting to more experienced renters, so youth rapid re-housing programs must be diligent in allaying concerns about noise, behavior, care of the unit, and crime. Valley Youth House has maintenance staff who can clean an unacceptably dirty unit or fix damage. Within limits, the program uses flexible funding sources to pay for repairs: "We'll eat the cost if it's the right thing to do."

## **Financial Assistance**

As with most RRH programs, multiple funding sources are essential to help program participants with the various costs related to obtaining and maintaining permanent housing. Valley Youth House utilizes funding from the City of Philadelphia, Montgomery County, Emergency Solutions Grants (ESG) Program funds, and fills in with more flexible foundation dollars and private donations. Accordingly, funding for some youth requires a non-negotiable contribution of 30% of their gross income toward their housing, while subsidies from another source can be more individually tailored. The program can and does assist youth with zero income.

Youth rarely have the essential possessions needed to begin a new life and Valley Youth House has been creative in securing them. Foundations pay for some furnishings and supplies; others are donated. The program has a unique relationship with a local Bed Bath & Beyond; the retailer donates all of their merchandise returns, many of which are useful and attractive items for cooking, cleaning, and decorating an apartment.

## **Case Management & Services**

Participants in RRH programs for more experienced tenants may not always need to be taught the basics of caring for a rental unit or meeting the terms of a lease. However, youth RRH programs are working with a population that is universally unfamiliar with successfully living in independent housing and has little or no employment experience. Thus, Valley Youth House, as most youth RRH programs, offers intensive and frequent case management with caseloads of 10 or fewer and weekly home visits. Staff and youth proactively identify and plan for likely issues (such as drawing limits with family and peers). The program assumes youth know little or nothing about household management and is very hands-on, using a sequential approach to teaching: "with, watch, confirm."

Valley Youth Housing historically and systematically uses a Positive Youth Development approach, including age-

"We ask youth: what are your bad days like? What helps you on a bad day? How would I know when you're having a bad day, and what can I do that day to help?" appropriate goals, youth-directed planning, and choice. Staff are building knowledge and skills around trauma-informed care, although the concepts are not yet fully institutionalized. Many staff have also attended training about the effects of trauma on brain development. The program stresses that having the right staff and enough case management is critical.

In 2014, 25 youth completed the LGBTQ RRH program in Philadelphia (PRIDE) and 88% were in their own apartment. Additionally, 64% graduated from high school or obtained a GED, and 72% had full or part-time employment. Another 4 completed the Montgomery County RRH program—all left for their own housing or to live with a relative as per the youth's plan.

## Final Thoughts

Valley Youth House stresses the importance of system-level conversations as it works to refine its programming: "Five years ago we had the idea of helping those who would be more successful, but that has changed. This didn't happen overnight. Cross-level and cross-county conversations are critical to integrate and understand why the shift to this population is important."

## For further information on this program:

Bill Motsavage, Valley Youth House, Senior Vice President of Independent Living Programs (610) 317-0721 <u>bmotsavage@valleyyouthhouse.org</u> <u>http://www.valleyyouthhouse.org/</u>

Rapid Re-housing for Youth Program Profile: Valley Youth House in Pennsylvania

Transitional Aged Youth (TAY) Registry Housing Need Analysis - April 1, 2022



# Transitional Aged Youth (TAY) Registry Overview: May 2022



# Transitional Aged Youth (TAY) Registry Overview: May 2022

## Household Type by CES Status

## Name Samily Coordinated Entry System Individual Coordinated Entry System



## CES Status x Race





Access Point	Count of Unique Identifier
American Family Housing	1
City Net	6
City of Stanton	1
Colette's Children's Home	1
County of Orange	1
Covenant House California	4
Families Forward - Central	2
Families Forward - South	1
Family Assistance Ministries	7
Friendship Shelter	2
Health Care Agency - Behavioral Health Services	2
HIS-OC	4
Illumination Foundation	8
Mercy House	13
PATH	5
Pathways of Hope	4
Salvation Army	7
South County Outreach	1
SPIN	1
StandUp for Kids	15
The Orangewood Foundation	28
Tierney Center Goodwill OC	4
VOALA	2
Total	120