

MAKING THE SHIFT TO A LOW- BARRIER AND HOUSING- FOCUSED SHELTER MODEL IN SOUTHERN NEVADA:

**THE SOUTHERN NEVADA
SHELTER LEARNING
COLLABORATIVE**



Emergency Shelter Learning Collaborative

An opportunity for shelters to make changes in the way they operate and improve their outcomes alongside their peers while being supported by training and technical assistance from national experts and their community leaders



Who Participated?

- Clark County Social Service
- Jurisdictional Funders and Community Leaders
- Shelters
 - Catholic Charities
 - Las Vegas Rescue Mission/Family Promise
 - SafeNest
 - The Salvation Army
 - The Shade Tree
 - Help of Southern Nevada/Shannon West Homeless Youth Center

Timeline for Learning Collaborative

- **May**

- Initial training: Day-long Workshop “Best Practices in Emergency Shelter”)
- Pre-Work Submission of Information
- Action Session: Day-long Workshop

- **June-August**

- Action Period
 - Regular internal team meetings
 - Monthly data metrics submission
 - Remote and in-person technical assistance

- **September-January 2019**

- Housing Challenge Period: Ramp up work done during Action Period in order to make significant improvements in key outcomes (length of stay, exits to permanent housing, etc.)

THE SOUTHERN NEVADA SHELTER LEARNING COLLABORATIVE

WHAT WAS ACCOMPLISHED?



Shifted the Goal of Emergency Shelter

- To provide temporary shelter

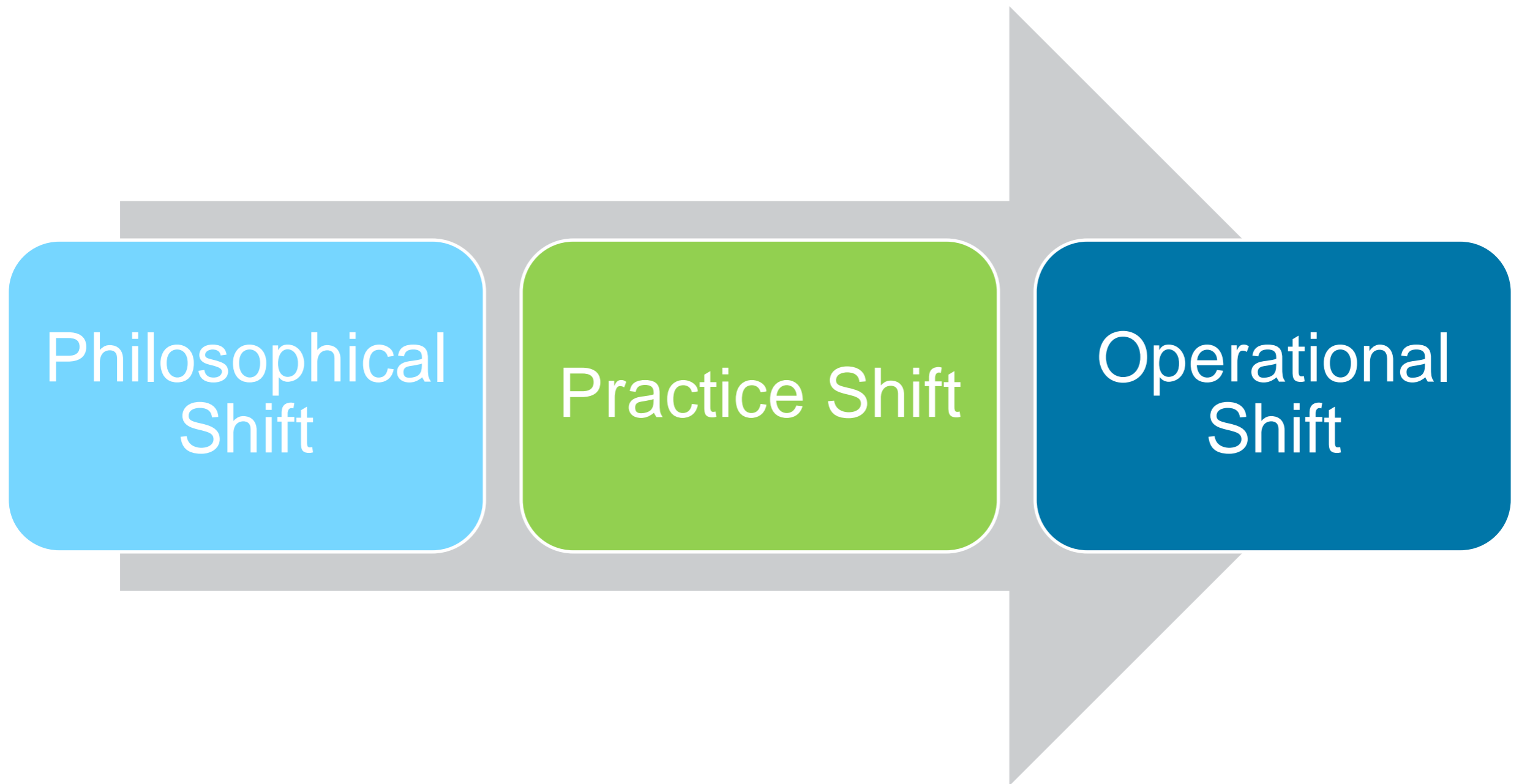
- Hostel-like environment (check-in and check out every day)
- Meets basic needs
 - Shower/bathroom
 - Laundry
 - Mail
- Self-directed resource/information and referral
- Light services



- To provide a path to housing and ending homelessness

- Resolve housing crises permanently
- Facilitate self-resolution
- Re-house people quickly
- Reduce unsheltered homelessness
- Create better system flow
- Connect people to coordinated entry
- Connect people to housing search and other resources to help stabilize them once housed

Shifted to a Low-barrier and Housing-focused Emergency Shelter Model in Southern Nevada



Implemented Best Practices



HOUSING FIRST APPROACH



SAFE & APPROPRIATE DIVERSION



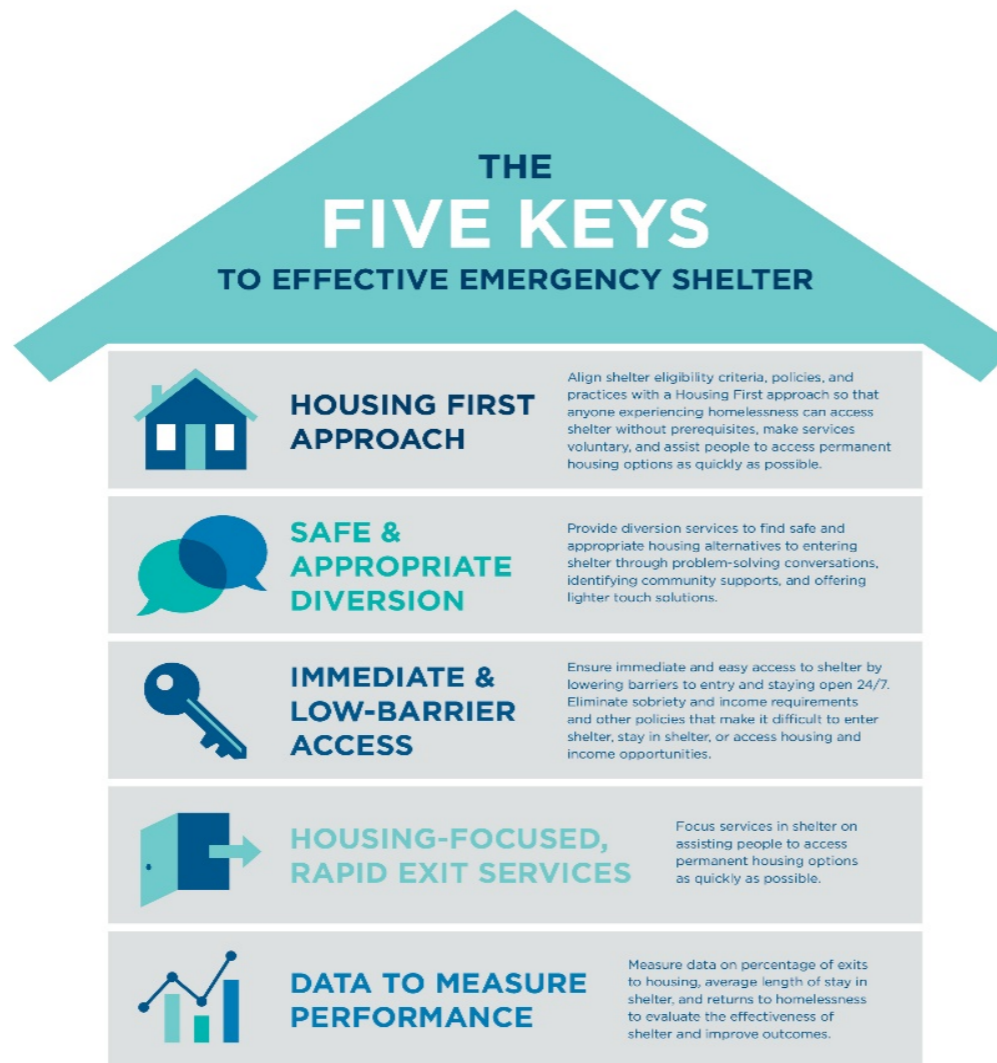
IMMEDIATE & LOW-BARRIER ACCESS



HOUSING-FOCUSED, RAPID EXIT SERVICES



DATA TO MEASURE PERFORMANCE



Re-tooled the Rules



Built Staff Capacity

- Role of Shelter in Ending Homelessness
- Housing-focused Services
- Housing-focused Case Management and Services
- Crisis De-escalation
- Trauma Informed Care
- Harm Reduction

Used Data to Set Performance Goals

- ↓ DECREASE Average length of stay/long-stayers
- ↑ INCREASE Exits to permanent housing
- ↓ DECREASE Returns to shelter/homelessness
- ↑ INCREASE Shelter utilization
- ↑ INCREASE # of High-Need/High-Acuity/CH Participants

Collected Emergency Shelter Outcome Metrics

#	Measure	May 2018
1	Total number of beds a. Total beds for unaccompanied individuals b. Total beds for families	
2	Total unique households served	
3	Total households entering shelter	
4	Total households exiting	
5	Total households exiting to a permanent housing destination	
6	Average length of shelter stay in days for all households exiting the shelter to any destination	
7	Average length of shelter stay in days for all households exiting to a permanent housing destination	
8	Total household stayers (those households who entered in previous months and did not exit this month)	
9	Average length of shelter stay in days for all stayer households	

Housing Challenge Goals

October 1, 2018 - January 9, 2019

- ❑ Catholic Charities - 30
- ❑ HELP of Southern Nevada - 20
- ❑ Las Vegas Rescue Mission - 45
- ❑ Safe Nest – 20
- ❑ Salvation Army - 45
- ❑ The Shade Tree - 45

Target Goal: 205 Households



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HOUSING

LET'S
TALK
HOUSING

HOUSING CHALLENGE
BG
SUC
HOME

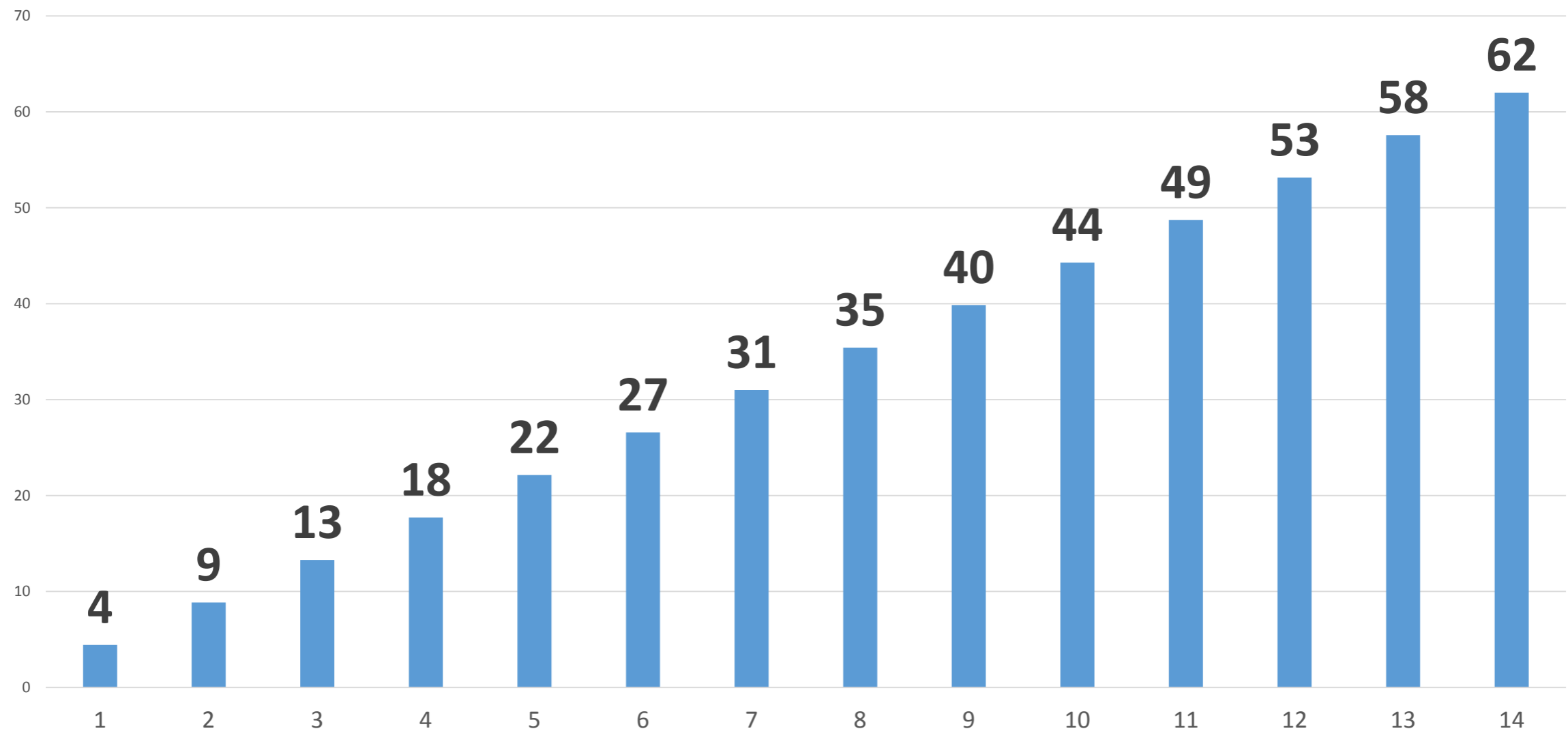
SHELTER
100 DAYS
CHALLENGE

HOUSING
45 days
100 days

HOUSING CHALLENGE

Before the Housing Challenge

Southern Nevada Emergency Shelter
Permanent Housing Placements - *July-Sept. 2018*



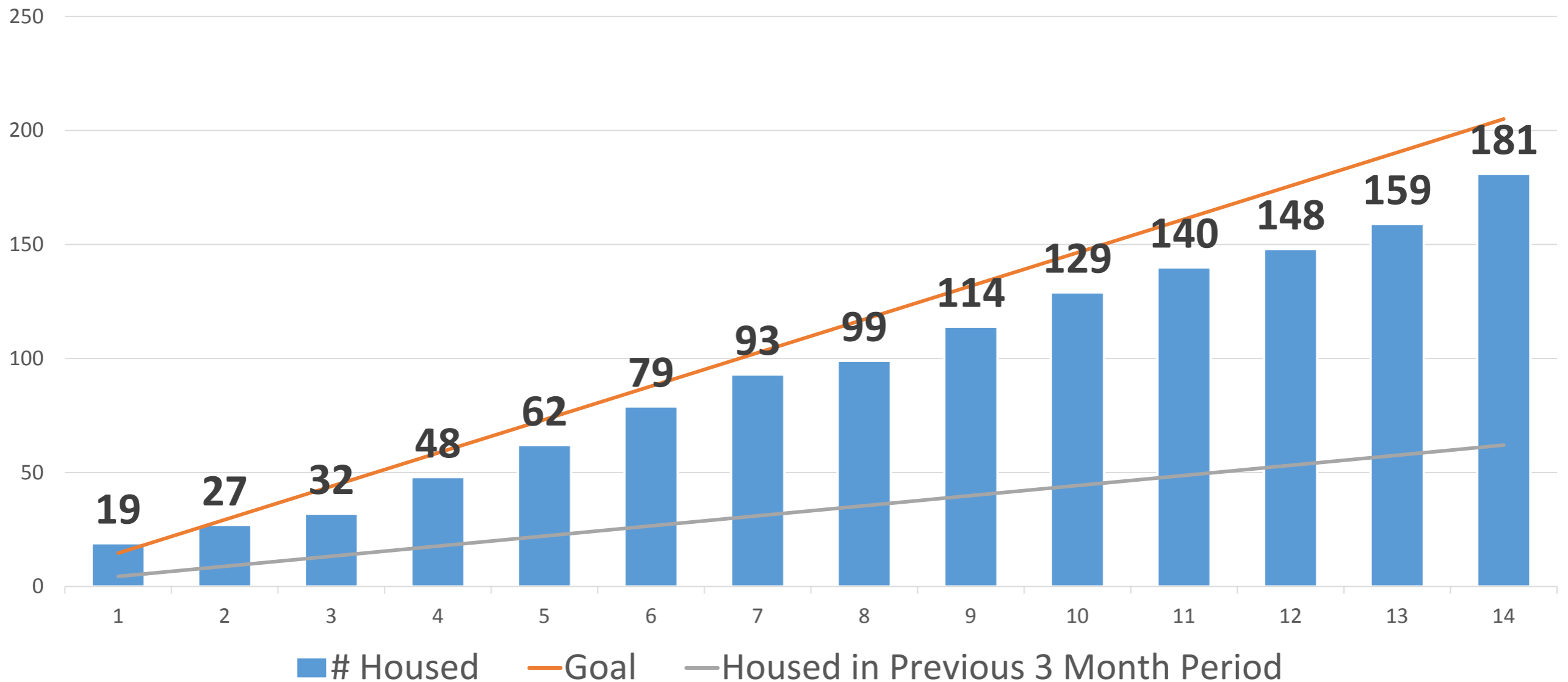
Total Housed in Southern Nevada in 100 Days...

181

Households

Before and After the Challenge

Southern Nevada Total- All Shelters



Before and After the Challenge

The learning collaborative collectively reported increasing their exits to permanent housing by 200%



Shifting Practice: Outcomes

Shifted Practice to Become Low Barrier

- Eliminated the use of breathalyzers at shelter entry
- Changed or eliminated curfews
- Revised the rules

Shifted Practice to be Housing Focused

- Added new staff focused on housing
- Collaborating with other providers in the community
- Began tracking weekly exits to permanent housing
- Re-worked HMIS work flows to obtain better data

What The System Needs to Do To Sustain Progress

- Continue equipping the shelters to be part of your housing first system
- Monitor outcomes
- Evaluate and direct program design according to best practices
- Continue to strengthen shelters' ability to lower barriers for your unsheltered population to be successfully sheltered and housed

What Shelters Need To Be Successful

- Training
Crisis De-escalation, Trauma-informed Care, Harm Reduction, Motivational Interviewing
- More skilled staffing and better case management ratios (1:25) to provide housing-focused services for more people in shelter
- Housing resources
If you want every bed to turn over once every 30 days, for every one bed that is added to the system, 6 -12 housing resources should be added to the system