



# Houseless Programs Update

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Community Planning, Development  
& Innovation

February 2024



# Houseless Programs in the '24-'26 Strategic Plan



## EQUITY

Pursuant to Council resolution 8533, the City considers justice, equity, diversity and inclusion in all of its decisions.



## HOUSING

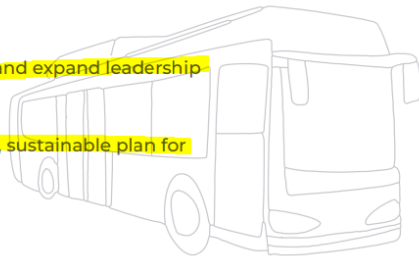
Pursuant to Council resolution 8373, the City considers impacts to housing in all of its decisions.

### 1. Community Safety, Health and Well-Being



Partner to provide support services for people in crisis.

- » Continue support of the Mobile Support Team.
- » Continue support for the Missoula Crisis Intervention Team.
- » Develop the next phase of the City's approach to addressing houselessness with participation from residents and community partners.
- » Continue to lead the Missoula Coordinated Entry System and expand leadership capacity as the system grows and gains sophistication.
- » Work with community partners to determine a long-term, sustainable plan for Emergency Shelter.



### 3. Economic Health



Create a formal structure within the City to work collaboratively to effect policymaking with external partners such as local, state, tribal and regional organizations, state legislators and the federal delegation.

- » Dedicate staff capacity to childcare initiatives such as Missoula Child Care Advantage, a United Way-led initiative.
- » Work on statewide coalition-building.



Increase City fundraising and grant-writing capacity.

- » Establish Grant Central Station team to seek, coordinate and administer grant opportunities.
- » Create formal relationships with organizations in the nonprofit sector to partner on fundraising and grant-writing opportunities for community priorities.



# What We'll Cover Today

## **Contracts & Funding Administered by Houseless Programs:**

- Poverello Center Operations & Outreach
- Johnson Street Temporary Emergency Shelter

## **Contracts & Funding Granted to Houseless Programs:**

- Built for Zero – Capacity Building Funding
- Montana Healthcare Foundation & Big Sky Public Relations – Built for Zero Project Management
- Missoula County Financial Assistance Fund – Reaching Home Staff

## **Other Key Projects:**

- Community Strategy to Address Houselessness
- Missoula Coordinated Entry System
- Trinity Navigation Center

*Contracts & Funding Administered by  
Houseless Programs*



# Poverello Center Operations & Outreach

## Contract Summary

Ø **Purpose:** To support general operations at The Poverello Center and provision of outreach services to people who are unhoused in Missoula.

➤ **Time period:** July 1, 2023-June 30, 2024

➤ **Amount:** Not to exceed \$211,467

➤ **Funding source:** Community Benefit Organization Grant (General Fund)

➤ **Funding continuity:** Continued funding available as the need remains.

# Poverello Center Operations & Outreach

## Contract Outcomes – *Reporting Period July 1, 2023-Dec. 31, 2023*

**1.1.** The Poverello Center will remain an advertised access point in MCES and will complete 10 of the new MAP assessments for MCES per month. If the total number of new MAP assessments needed for the system is less than 10, the Poverello Center will complete 25% of new MAP assessments that month.

⑩ **The Poverello Center continues to be an advertised access point for MCES.**

- Poverello Center staff completed 34 MAP assessments during this reporting period.

**2.** The Poverello Center will work towards creating a system to track housing problem solving occurrences.

- Due to challenging circumstances and loss of a critical staff position, the Poverello Center was unable to make progress on this outcome. In the next grant period, the Poverello Center is committed to making progress on finding solutions to tracking this activity.

**3.** HOT will engage in at least 150 interactions with neighbors, business owners and other residents to provide education about houselessness and offer support. Grantee will share progress made on community engagement via the QR code on HOT's business cards.

⑩ **HOT engaged in 136 face to face interactions with neighbors, business owners and other residents.**

- There have not been any community member responses to the survey connected to the QR code on the HOT business cards.

# Poverello Center Operations & Outreach

## Contract Outcomes – *Reporting Period July 1, 2023-Dec. 31, 2023*

**1.4.** The Poverello Center will be involved in Built for Zero through active engagement in systems improvement measures and designating two (2) staff to participate as part of the Improvement Team, one to represent outreach/HOT and one to represent shelter/direct care.

⑩ **Poverello Center staff are actively engaged in Built for Zero activities, including efforts to reach the recent Quality Data milestone.**

⑩ **3 Poverello Center staff are active participants on the Improvement team, including 1 staff representing Veterans programs.**

**5.** Grantee will designate at least one staff member to complete Train the Trainer training for the MCES Skilled Assessor Training. Once that staff member is trained, at any given time, 10 Poverello Center staff will have completed the MCES Skilled Assessor training. All HOT team members will complete the first or second available MCES Skilled Assessor training after hiring.

⑩ **The Poverello Center Coordinated Entry Specialist completed Train-the-Trainer training in September 2023.**

⑩ **16 Poverello Center staff are trained MCES Skilled Assessors. 6 of these staff were trained during this reporting period.**

⑩ **3 out of 5 HOT members are MCES Skilled Assessors. The remaining 2 will complete the next training.**

# Johnson Street Temporary Emergency Shelter

## Contract Summary

ø **Purpose:** City desires to have Contractor provide emergency shelter services at the Johnson Street Shelter facility including activities related to new and ongoing programming to provide additional emergency sheltering services in our community.

➤ **Time period:** August, 2023-September, 2024

➤ **Amount:** Not to exceed \$789,345

➤ **Funding source:** American Rescue Plan Act (ARPA)

*\*This shelter is jointly funded with Missoula County through their own public funding process.*

➤ **Funding continuity:** There is no identified continued funding for this project beyond the funds allocated in this contract.



# Johnson Street Temporary Emergency Shelter

## Contract Outcomes – *Reporting Period Sept. 14, 2023-Nov. 30, 2023*

Number of Guests Served in this Reporting Period	Total	Date
Total Unique Individuals Served	480	N/A
Lowest Number of Guests Served on a Single Night	26	9/14/2023
Highest Number of Guests Served on a Single Night	145	11/28/2023

**1.1.** Guests using the Johnson St Shelter who were previously living without shelter.

**⑩ 49 guests who spent at least one night at the Johnson St Shelter and completed an intake during this reporting period, reported their prior living situation as “a place not meant for habitation”**

**⑩** *\*Intakes were completed with 30% of guests served during this reporting period*

**2.** Guests who exit shelter to a housing solution and to what solutions, including but not limited to: permanent housing, rental with or without subsidy, treatment, family reunification.

- *These outcomes are collected in a qualitative fashion.*

**⑩ See narrative document attached to referral**

# Johnson Street Temporary Emergency Shelter

## Contract Outcomes – *Reporting Period Sept. 14, 2023-Nov. 30, 2023*

3. Guests who are receiving their medications at the shelter in an attempt to support better physical and mental health outcomes.

⑩ The Poverello Center staff provided approx. 98 medication pick-ups to approx. 50 unique individuals at both shelters and/or to those living unhoused over the reporting period.

4.4. Guests who are turned away from accessing services at the shelter due to maximum capacity and/or rule violations.

⑩ No guests turned away due to maximum capacity during this reporting period.

⑩ The Poverello Team placed 36 people on extended outs and overturned 38 extended outs. *Please note that individuals turned away for behavioral reasons apply to both shelters.*

5. Opportunities for neighbors of the Johnson St Shelter to share concerns and co-create solutions regarding shelter impacts in their neighborhood.

⑩ The Poverello Center hosted 2 monthly neighborhood meetings (10/3 & 11/7) with 2 total attendees.

⑩ *The January neighborhood meeting saw around 20 attendees, but was outside of this reporting period.*

# Johnson Street Temporary Emergency Shelter

## Calls for Service

- June 14, 2023 to September 13, 2023
  - 104 Calls for service (21 Extra Patrols)
  - Highest Frequency: Suspicious Activity 12; Traffic Stops 9; Ofc. Advise 7
- September 14, 2023 to December 14, 2023
  - 352 Calls for service (43 Traffic Stops)
  - Highest Frequency: Theft 31; Person Needs Asst 30; Person to be removed 26

## Directed Patrols

September 14 2023 to  
December 14, 2023

- Directed Patrols: 803

*Contracts & Funding Granted to  
Houseless Programs*



# Built for Zero Capacity Building – Built for Zero Specialist

## Contract Summary

- **Grantor:** Built for Zero / Community Solutions
- **Goal(s):** To fund 2 years of a 1.0 FTE position at the City of Missoula, titled Built for Zero Specialist, to lead Missoula's participation in Built for Zero activities.
- **Time period:** March 2024-March 2026
- **Amount:** \$190,075
- **Funding continuity:** The grant award covers two years of staff funding. Year 2 funding is contingent on the creation and approval of a sustainability plan to continue funding the position after Built for Zero funding ends.

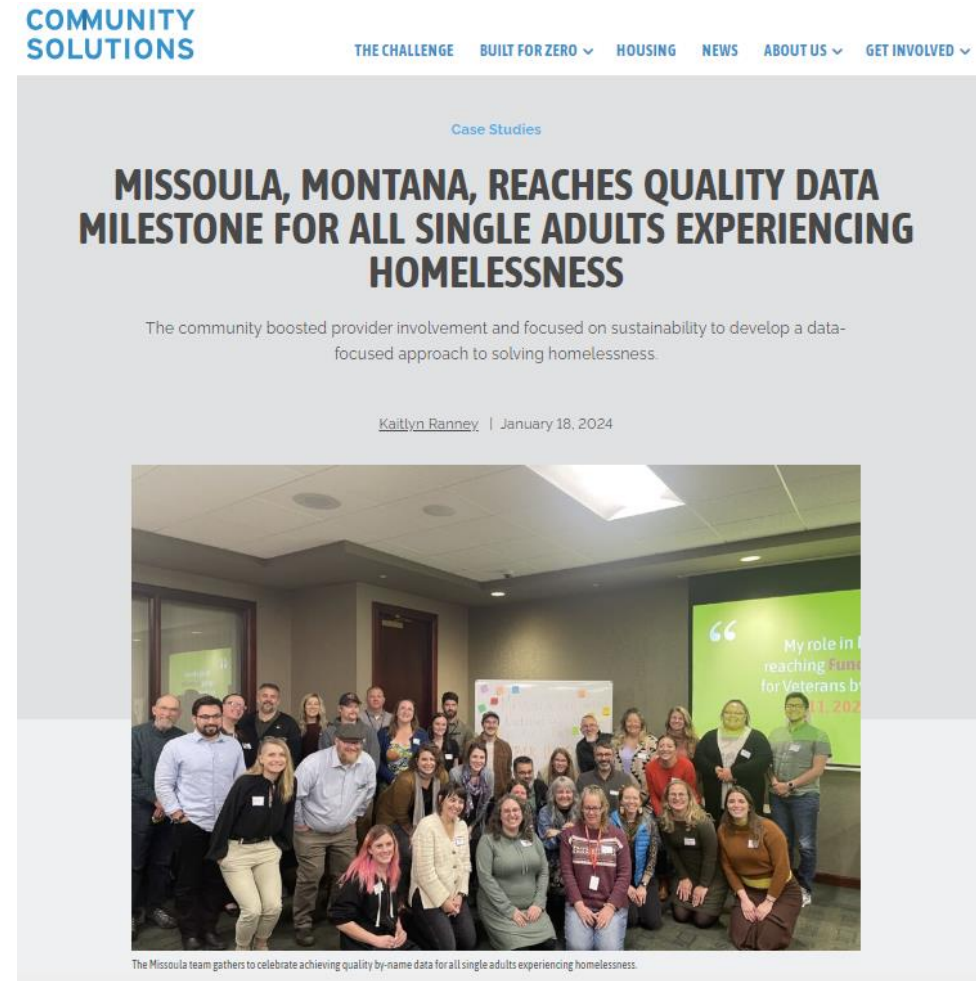




# Built for Zero Capacity Building – Built for Zero Specialist

## Contract Outcomes – *First reporting period starts at hiring*

1. Engagement from 2 Veterans providers on the Built for Zero Improvement Team.
  - ✓ Engagement from 4 Veterans providers on the Improvement Team (HUD/VASH, Missoula Housing Authority, Poverello Center, Volunteers of America)
2. Complete PDSA (plan-do-study-act) cycle for at least 2 system improvement measures to make progress toward our community aim.
  - Will begin once Built for Zero Specialist is hired and onboarded
3. Have a re-engaged and active Coalition.
  - ✓ Coalition formed in November 2023 – 35 members from 25 organizations
  - ✓ Held 2<sup>nd</sup> Coalition meeting on January 30, 2024 – 26 attendees from 14 organizations
4. Create tools to track progress toward community aims, goals, and milestones.
  - ✓ Working with Built for Zero coaches to begin crafting these tools



# Montana Healthcare Foundation – Built for Zero Project Management

## Contract Summary

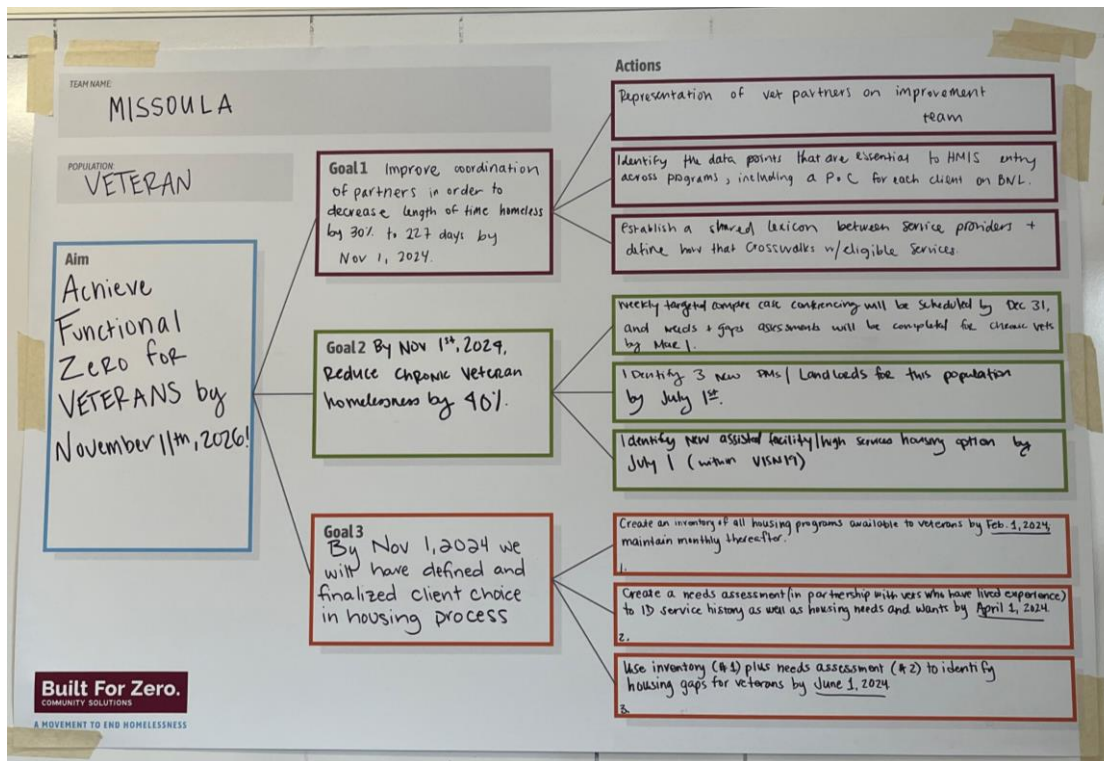
Ø **Grantor:** Montana Healthcare Foundation

Ø **Goal(s):** To provide bridge funding to support contracted project management for Built for Zero activities.

➤ **Time period:** June 15, 2023-June 14, 2024

➤ **Amount:** \$17,000

➤ **Funding continuity:** This is a one-year grant that will end at the termination of the contract period or when funds are fully expended. The City will not seek continued funding, as project outcomes are complete.



# Montana Healthcare Foundation – Built for Zero Project Management

## Contract Outcomes – *Reporting Period June 15, 2023-Dec. 15, 2023*

**1.1.** Funding attained from Built for Zero for 1.0 FTE for up to 2 years to sustain Built for Zero work and increase capacity for tracking data quality and new data in MCES.

⑩ **Funding awarded on December 1<sup>st</sup>**

**2.** Momentum with BfZ in Missoula encourages interest in BfZ in other Montana communities and the MT CoC, strengthening statewide collaboration to address houselessness.

⑩ **Approx. 50 reps across 26 organization participated in our Built for Zero onsite on November 14th and 15<sup>th</sup>**

⑩ **Statewide representatives from Sen. Tester's Office, Pathways-MISI, Volunteers of America (VOA), and HUD/VASH participating in the Built for Zero Coalition**

**3.** Missoula will achieve "quality data" as defined by Built for Zero to use as a metric for testing and assessing improvement techniques in the Coordinated Entry System.

⑩ **Quality Data achieved for single adults, chronically unhoused, and veterans in November 2023, confirmed to be quality since June 2023**

⑩ [January 18th Community Solutions profile of Missoula's Quality Data milestone](#)



# Missoula County Financial Assistance Fund – Houseless Program staff

## **Contract Summary**

ø **Grantor:** Missoula County

ø **Goal(s):** Reaching Home will lead efforts to continue strengthening the spectrum of houseless services and working with partners to fill gaps. Reaching Home will provide leadership and oversight of the Missoula Coordinated Entry System.

➤ **Time period:** July, 2023-June, 2024

➤ **Amount:** Not to exceed \$35,000

➤ **Funding continuity:** This is a one-year award. Houseless Programs will likely apply for Missoula County FAF funding again for FY25.

# Missoula County Financial Assistance Fund – Houseless Program staff

## **Contract Outcomes – *Reporting Period July 1, 2023-Dec. 31, 2023***

**1. Continue work on strengthening and sustaining existing houseless initiatives.**

- ⑩ **Opened Johnson Street Temporary Emergency Shelter year-round**
- ⑩ **Continuing work to identify a services model and associated funding for Trinity Navigation Center**
- ⑩ **Built for Zero participation and milestone accomplishments**

**2. Build understanding about key gap needs in houseless services and consider opportunities to fill gaps**

- ⑩ **In partnership with community agencies, conducted survey of neighbors living without shelter – 121 unduplicated responses**
- ⑩ **Supporting Housing Solutions Fund administration and integration with MCES**
- ⑩ **Supporting the process to create a new community strategy to address houselessness**

**3. Provide direct oversight of Missoula's Coordinated Entry System and participating organizations**

- ⑩ **Hosted 2 Skilled Assessor trainings – trained 35 staff across 12 different organizations**
- ⑩ **Rolling MCES HMIS training – trained 12 staff from 8 different organizations**
- ⑩ **Ongoing data quality monitoring with MCES access points**

# *Other Priority Projects*

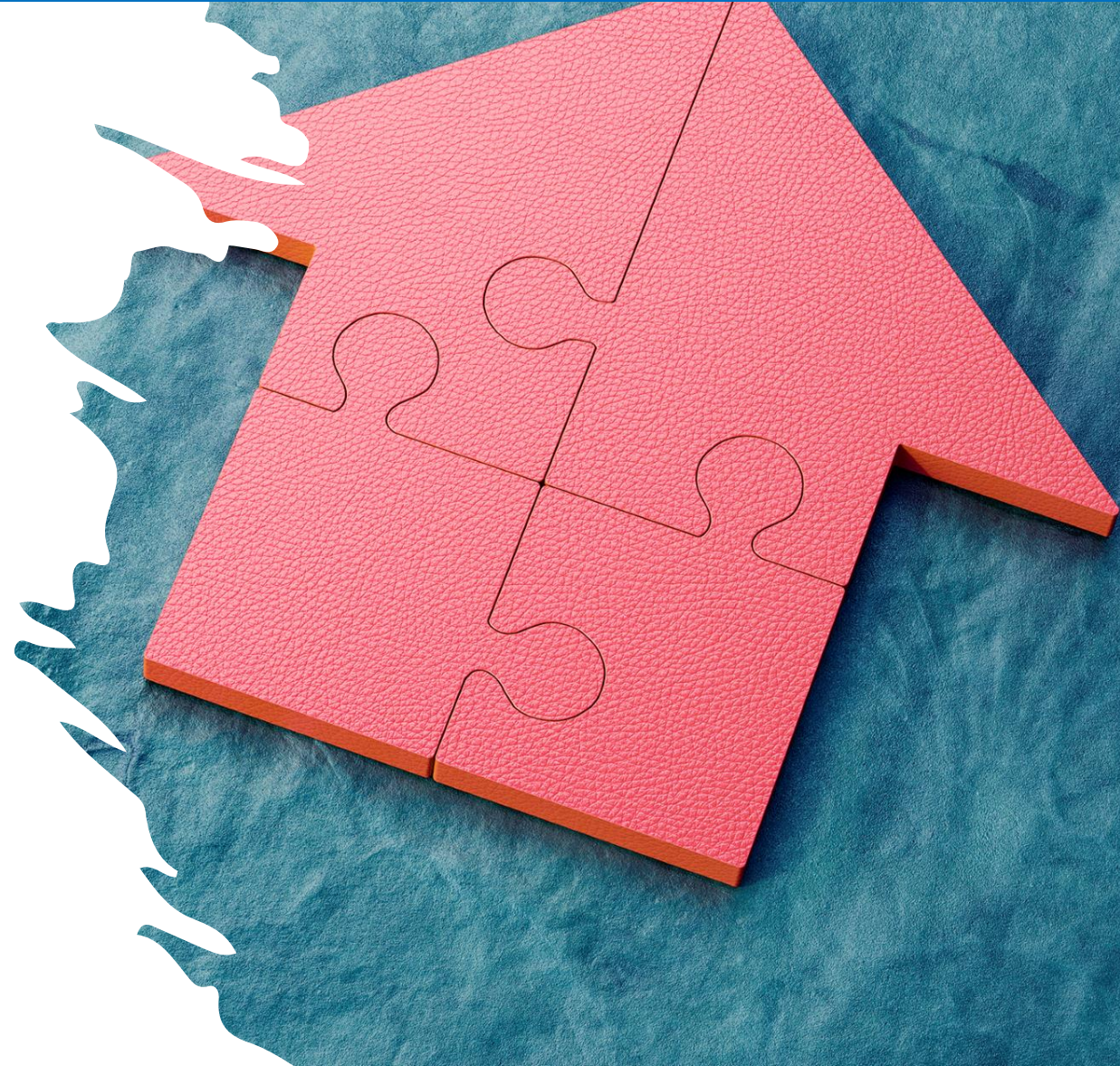




# Community Strategy to Address Houselessness

## Project Summary

- ø **Project Contract Partner:** Homebase
- ø **Goal(s):** To create Missoula's next community strategy to address houselessness.
- **Time period:** January - December 2024
- **Contract Amount:** Not to exceed \$70,000





# Community Strategy to Address Houselessness

## Phase 1 (months 1-3)

- **Conduct research and assessment activities**
- **Begin co-creation process**, including (to take place within Phases I and II):
  - 6-8 one-on-one interviews with providers, City Council members, community leaders (which may include faith-based leaders, community/neighborhood group leaders, and/or advocates)
  - 2 focus groups with people with lived experience of houselessness
  - Identification of Leadership Group members consisting of diverse local stakeholders including people with lived experience of houselessness, providers, and City staff, as well as business representatives, neighborhood representatives, law enforcement, and representatives from other relevant groups, to meet monthly during the next phase of work
- **First Town Hall meeting** to share information about the process and findings so far and to support community interest in effective responses to houselessness

# Trinity Navigation Center



## Project Summary

- ø **City Role:** Navigation Center Master Lease-Holder
- ø **Goal(s):** Work with community partners to offer a service model that provides access to Missoula Coordinated Entry System (MCES), housing navigation, behavioral health support, and other resources for neighbors who are unhoused.
- **Status:** Working with Homeword, Missoula Housing Authority, BlueLine Development and community partners to identify an operational lead and secure funding for start-up costs and ongoing operations.



# Missoula Coordinated Entry System (MCES)

## Project Summary

- Ø **City Role:** Coordinated Entry Lead Agency
- Ø **Goal(s):** Lead the Missoula Coordinated Entry System with the goals of prioritizing limited housing resources for Missoula's most vulnerable neighbors, gathering accurate, real-time data on the scope of homelessness, and coordinating collaboration amongst providers to reduce the burden on those experiencing a housing crisis.



✓ 134 individuals and families found permanent housing between July 1, 2023 – December 31, 2023. This includes those who found housing on their own, as well as those supported by MCES-specific housing resources.



✓ Blue Heron Place leased 30 households (32 residents) experiencing chronic homelessness via the MCES Prioritization Policy.



✓ From January 2023-January 2024, MCES and its partners have distributed \$253,000 to 277 at-risk and literally homeless households to keep, get closer to, or move into housing via the Housing Solutions Fund. "HSF" is a collaborative effort between United Way of Missoula County, Human Resource Council's 2-1-1, and the City.



Coordinated Entry Specialist held 22 monitoring conversations with MCES Front Door agencies to ensure access for unhoused residents and fidelity to the MCES process and policies.

⑩ \*Front Doors include: Poverello Center, Human Resource Council's 2-1-1, and Hope Rescue Mission. A non-advertised access point, the YWCA, is also included in this 6-month total.

# Houseless Programs also provides oversight, steering, funding, and/or strategy for:



## **HOUSING SOLUTIONS FUND (HSF)**

*A partnership between  
United Way and Human  
Resource Council*



## **AT RISK HOUSING COALITION (ARHC)**



## **POINT-IN-TIME COUNT (PIT)**



## **MONTANA CONTINUUM OF CARE COALITION (MT COC)**



## **HOUSELESS LEADERS GROUP**



## **HOMELESS PERSONS' MEMORIAL**





# Where Can I Find Data on Houselessness?

- ❖ **Houseless Data, City of Missoula:** This is a snapshot of what houselessness looks like in Missoula on one day, updated every 6 months. Data is taken from the Homeless Management Information System (HMIS) used by the Missoula Coordinated Entry System (MCES).

<https://www.ci.missoula.mt.us/3112/Houseless-Data>

- ❖ **Missoula Organization of Realtors Social Dashboards, slides 15-18:** This is longitudinal data showing what houselessness has looked like in Missoula since the start of the Missoula Coordinated Entry System (MCES) in 2017, updated monthly. Data is taken from the Homeless Management Information System (HMIS) used by MCES.

<https://www.missoularealestate.com/social-data/>

