

GOAL 1: Develop a Universal System for Intake/Assessment and Enhance Client Information Management System

A centralized, standard procedure (with 24-hour access) would improve upon the current system of accessing, tracking, and serving our County's homeless population.

Proposed Outcome:

By 2018, Palm Beach County's homeless response system will have created a County-wide process for the intake, assessment and management of homeless clients. Additionally, regional homeless resource centers will have been created throughout the County, providing supportive services that include: a universal intake process, interim beds when needed, 24 hour access, engagement centers, as well as medical and psychiatric assessments.

GOAL 2: Provide Interim Housing Services for Homeless Individuals/ Families

When immediate permanent housing is not available, a need for interim housing options is essential. An increase in the number of interim housing beds is needed for individuals and families and could include the utilization of hotels and/or motels, particularly for homeless families. Additionally, interim housing should include comprehensive case management and supportive services.

Proposed Outcome:

By 2018 Palm Beach County's homeless response system will have enhanced and increased the current number of interim housing options for homeless individuals and families. This system will include services for underserved homeless populations. The system will use hotel/motel vouchers to temporarily house homeless families. In addition, interim housing options will provide clients with individual case management and supportive services. Respite beds for individuals discharged from medical or psychiatric facilities will have been created.

GOAL 3: Coordinate Partnerships and Resources for Homeless Services

An effective Continuum of Care relies on the seamless coordination of community partnerships and resources. A collaboration and coordination of homeless services is needed in order to effectively address the issues of individual/family homelessness. The Plan must utilize and streamline existing resources when appropriate and seek additional resources when necessary. Additionally, the Plan ensures cost effectiveness and efficiency of the homeless response system.

Proposed Outcome:

By 2018, Palm Beach County's homeless response system will have effectively established a strong, collaborative approach to ending individual/family homelessness. This approach will coordinate the planning, funding, and delivery of housing and homeless services in Palm Beach County. These services will specifically target individuals and families who are either currently homeless or those who face the threat of becoming homeless. Additionally, these efforts will have increased both the success and cost-effectiveness of the homeless response system assuring long-term housing stability for the clients.

GOAL 4: Improve Access to Homeless Services with Outreach and Education

The current homeless outreach efforts in our County can be enhanced by coordinating additional support from other jurisdictions and resources. With increased support, these efforts can be expanded to include evening and weekend hours. Additionally, increasing public

awareness on homeless issues can educate the community and improve access to the homeless response system for homeless individuals and families.

Proposed Outcome:

By 2018 Palm Beach County's current homeless outreach system will have been enhanced by the support of additional resources, including the coordination of local jurisdictions, faith-based organizations and other interested parties. Additionally, marketing and educational efforts will have been implemented to increase awareness of the issues surrounding homelessness and accessing homeless services.

GOAL 5: Prevent Individuals and Families from Becoming Homeless

Strategic investment in prevention initiatives can effectively prevent homelessness for groups of people at risk of losing their housing. Preventative measures should offer permanent solutions, with a special emphasis on increasing clients' income, creating more affordable/accessible housing options and improving clients' access to mainstream resources.

Proposed Outcome:

By 2018, Palm Beach County's homeless response system will have created, nurtured, and fully implemented an intervention system focused on preventing individual/family homelessness. This improved system will have created new education, training and employment opportunities along with supportive services needed to maintain employment.

GOAL 6: Secure a Stable Stock of Affordable/Accessible Housing

Homeless individuals and families often present with an array of challenges and needs, for which various housing strategies and accommodations are necessary. Offering permanent housing options along with supportive services through the Housing First methodology is the ideal model for ending homelessness. It is imperative to identify, secure and/or develop a dependable stock of affordable, accessible and safe housing options that can serve our homeless population. These various strategies should include transitional, permanent supportive, rental and homeownership options.

Proposed Outcome:

By 2018, our communities will have developed 4,000 units of affordable/accessible housing located throughout the County. The Plan will have assured that these units remain affordable and accessible on a long-term basis, and that they continue to support individuals and families who have been homeless. These units will not have been lost to market conversion or owners opting-out. In addition, our communities will have implemented effective policies, procedures, incentives, and dedicated resources to keep subsidized units available to extremely-low income homeless and formerly-homeless households. Finally, by "opening the back door" – a phrase often used when referring to the ability to move homeless individuals out of the shelter system by placing them in permanent housing – through the development of new permanent housing stock, the homeless response system will have achieved maximum use of its interim and transitional housing units.

GOAL 7: Provide System Oversight and Evaluation of the Ten-Year Plan

The integrity and success of this Plan is dependent upon the consistent oversight and evaluation of each of its components, which include: Plan implementation, oversight of operations, management of funds and evaluation of all partners. The effort will include conducting research

and collecting data that will routinely drive policy development. Best practice strategies will be researched and, where appropriate for Palm Beach County, replicated to improve existing models. Evaluation systems will be developed to accurately measure success. Providers must be accountable to meet certain standards and achieve success with their clients. Also, a key component of oversight and evaluation is the engagement of clients – those who are homeless and/or formerly homeless. Finally, service providers must receive appropriate training and resources to succeed.

Proposed Outcome:

By 2018, a system will have been created that provides regular oversight and ongoing evaluation of the Plan. Reliable research and data will have been collected to measure the progress and success of the Plan and reports will have been generated and distributed analyzing its effectiveness. Additionally, leadership duties will have been established for implementation and oversight of the Plan.