

Decade to Doorways (D2D)

“Hearing The Voice of People
Who Have Lived It”



Presentation
January 29, 2018

Agenda

- Welcome
- Introductions
- Survey Results
- Stories, Recommendations, and Response to Submitted Questions
- Q&A
- Wrap-up

2017 – Survey Purpose



...gather the voice of individuals and families who have been homeless and used services in Chester County regarding ...

- experience with the outreach network, and
- assessment process, and their
- interest in being part of an advisory team moving forward

A survey of agency directors was also conducted to learn from them about the challenges and their recommendations for serving people on the verge of homeless or homeless.

3

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2017 D2D Survey Number of People

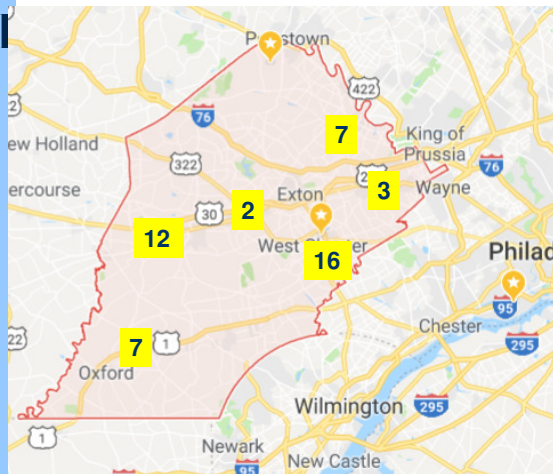


- 59 interviews with people who have experienced homelessness
- Of these, 49 expressed interest in being part of an advisory effort in some capacity to share experience, feedback, and help make recommendations

4

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2017 D2D Survey Where People Were Homeless



West Chester	16
Coatesville area	12
Phoenixville	7
Southern ChesCo	7
Unknown	7
Out of County	5
Downingtown	2
Malvern/Frazer	3
Total	59

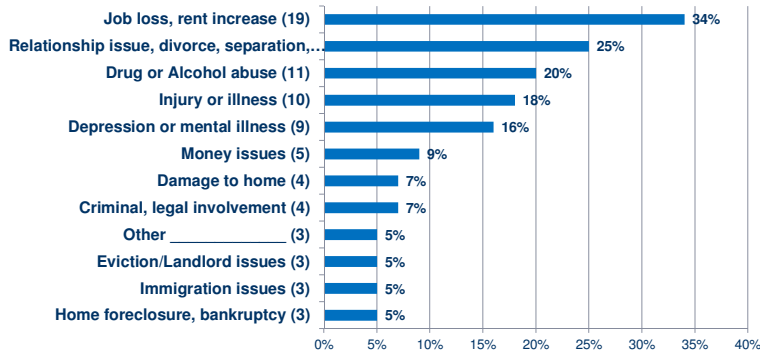
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2017 D2D Survey Factors that led to homelessness



Comment Chart: ...factors that led to you/your family's homelessness? (59 Respondents)

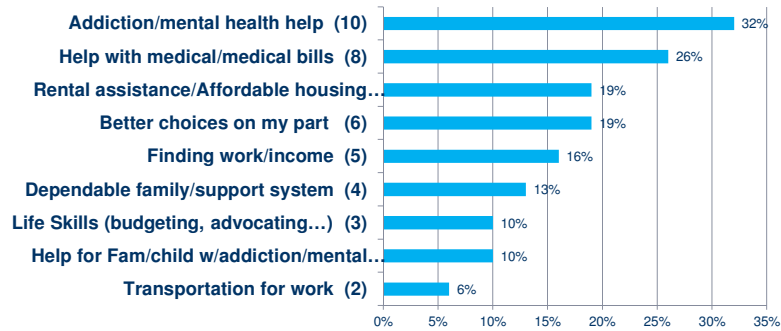


6

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2017 D2D Survey What could have helped prevent?

Comment Chart: What could have helped prevent you/your family from becoming homeless multiple times? (31 respondents)



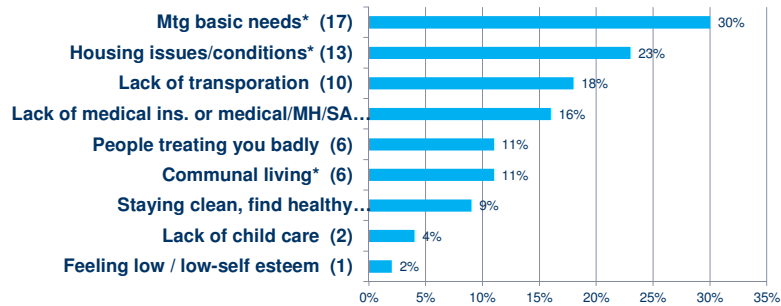
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2017 D2D Survey Challenges or Barriers



Comment Chart: ...most difficult challenges or barriers you faced in homelessness? (59 respondents)



8

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2017 D2D Survey Highlights from Results - Strengths



- There are many outreach services and supports in Chester County

AND

- They communicate well across the County

9

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2017 D2D Survey Highlights from Results - Considerations



1. 32% of respondents indicate **help with addiction/mental illness** would have helped prevent multiple homeless experiences
2. There is a **clustering of outreach services** in major towns and a lack in other towns, complicated by and a lack of affordable public transportation
3. Need **hot meals**; difficult to store food and you can't cook in a tent. Food pantries -- often the food is unhealthy (all carbs / sugars).

10

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2017 D2D Survey Highlights from Results - Considerations



4. To get/maintain housing people say they need **basics** that are hard to come by when homeless (30% or 17 people indicate access to basics as biggest challenge when homeless):



Shower, Clothing to interview, place to do Laundry, Haircut, Cell phone with email & text

11

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2017 D2D Survey Highlights from Results - Considerations



5. Not enough **affordable, safe housing**

6. Some people shared comments around a wish for community and staff to have **empathy** when working with them. ***It can happen to you, and we don't choose this.***

12

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Let's Hop to our panel...



13

Panel

- These are a few of the 49 people who said Yes! to helping give back through an advisory
- On January 17, we had a meeting to discuss the survey results to get their take
- This team will now share:
 - Priorities (for their Top 3 'Considerations')
 - Clarification through stories
 - Recommendations
 - And Answers to Questions You Submitted

14

NOT ENOUGH AFFORDABLE HOUSING

- We need landlords to hear our story and to be more acceptable of Section 8
- Need more options than Coatesville that accept vouchers
- The prices of vouchers need to keep up to the area (\$1206 to cover a 3 BR after utilities??)
- Need landlords to keep up the property conditions. People living in Section 8 make less waves and accept poorer conditions. Section 8 tenants need to know their rights

15

HELP PEOPLE WITH THE UNDERLYING CAUSES OF HOMELESSNESS

- One difficult situation leads to another
- Offer education/treatment for people struggling with mental illness and addiction that are homeless
- Help people to identify they have mental illness/addiction. Education about mental illness and addictions to help people identify.
- More positive case managers
- Follow through and check in with me. I might fall back but still need the help.

16

WE NEED A NETWORK OF OUTREACH

- Mentoring, corporate volunteers, volunteer coordinators to help with the need
- Send more volunteers in the field knocking on doors and calling to check in with people
- Transportation to get people to services and community agencies
- An entire system of appreciation and empathy for the professionals, volunteers, AND the people that need the help

17

Q1: RECOMMENDATIONS FOR ASSESSMENT PROCESS?

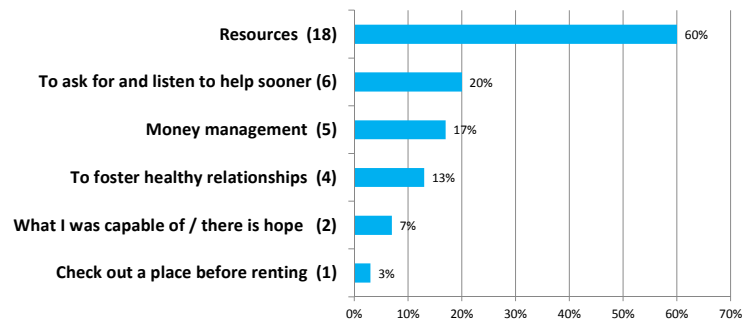
- Let us call direct to shelters and explain our own situation
- Expand the criteria for 'homeless'
- Identify unique needs and connect us to care (veteran, mental illness, children, domestic violence, addiction) or the right shelter for our needs
- Need a place to call to be referred to resources – any resources not just "system" resources

18

2017 D2D Survey Wish you would have known...



Comment chart: What did you discover in your journey that you wish you would have known sooner that might help people currently experiencing homelessness?
(30 respondents)



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19

Q2: RESOURCES YOU WISH YOU KNEW SOONER?

- Applying for welfare
- Section 8
- Help when you get evicted or job loss (who to call)
- Help for women in domestic violence. A shelter. If it's full, refer to a safe place!
- Human Services agency
- The Ones From the Report Are Good: furniture, money assistance, education opportunities, mental health /addiction services, bus tokens, shelters, domestic violence help, and help finding a job

20

Q3: THOUGHTS ON ADVISORY TEAM?

- Reasonable time to serve: 6 months to a year
- Keep it casual and fluid (allow people to come in and out based on what's going on in their life)
- Have meetings at local restaurants (“instead of here”)
- Let people virtually attend from their phone
- Provide transportation or arrange carpool
- Make it a “Think Tank”

21

2017 D2D Survey Two handouts



**Services you found most helped with
regaining stability in your life?**

**What do YOU want the community,
County, or service providers to know to
help people who are homeless or on the
verge of homelessness?**

Attached in your handout.

22

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Thank you!

**Voice & Vision
thanks all of the people who graciously
offered their time to interview and to
come and talk about their experience
and recommendations to help improve
services for everyone!**