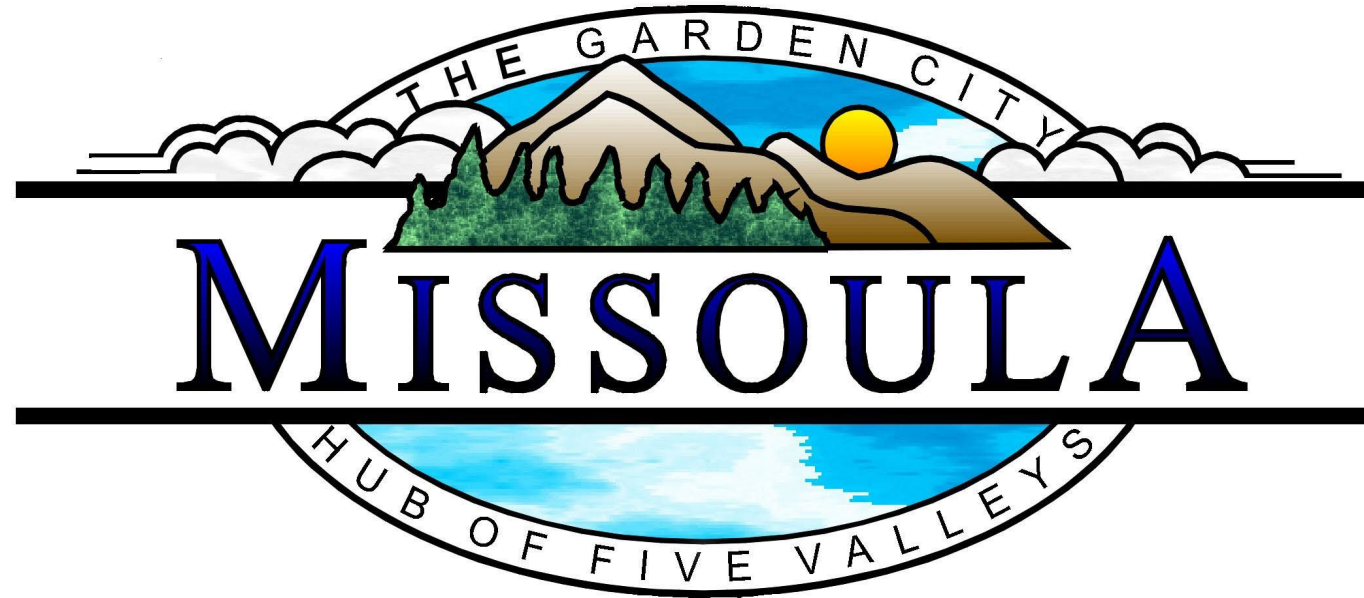


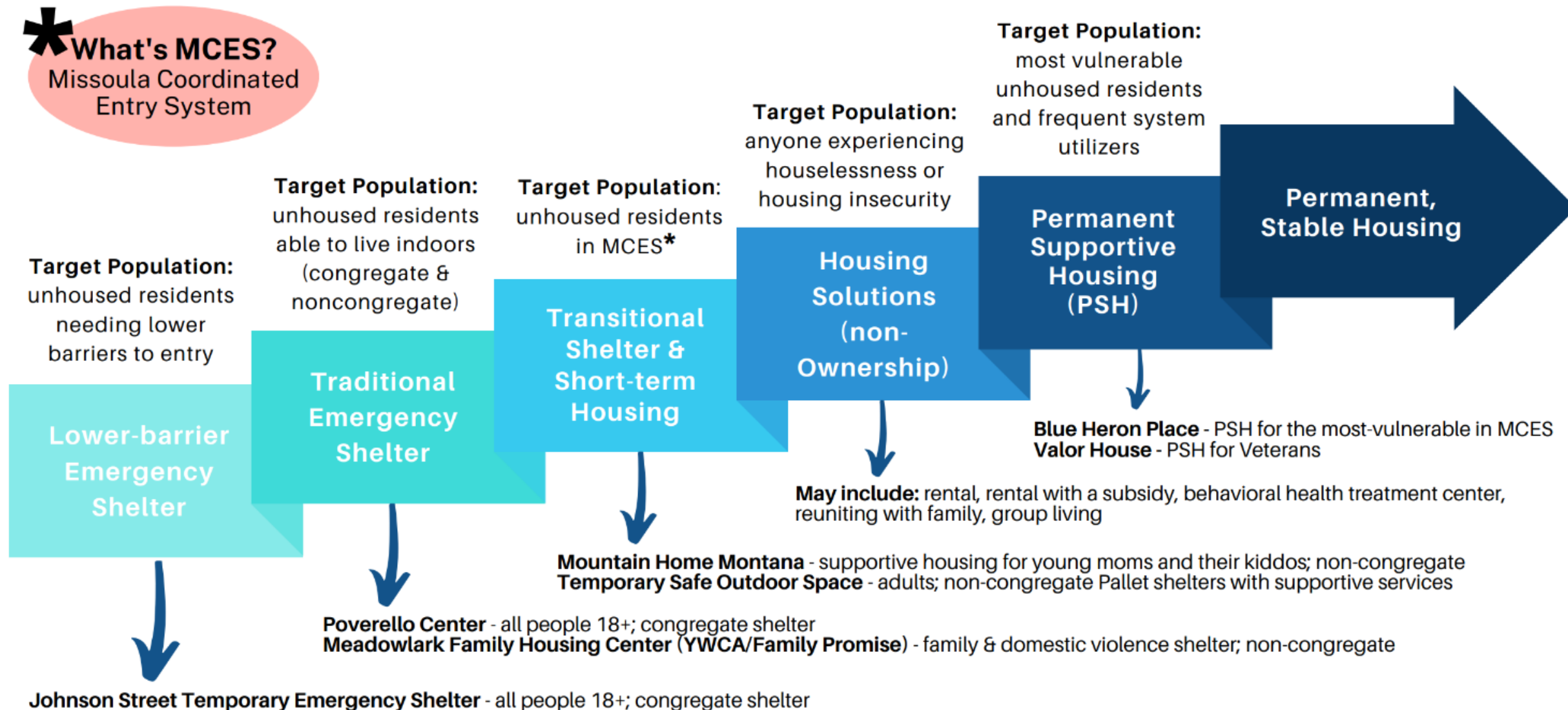


Mayor Andrea Davis

City of Missoula
Montana

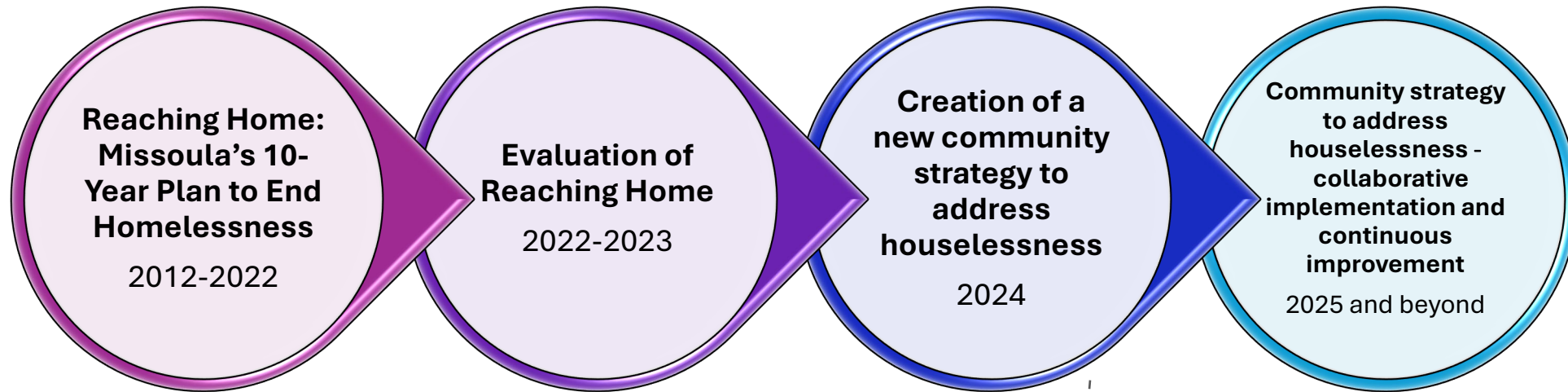
SPECTRUM OF SHELTER OPTIONS FOR MISSOULA

***What's MCES?**
Missoula Coordinated
Entry System



On Our Way Home: Community Strategy to Address Houselessness

Ongoing strategy development
Led by Houseless Programs



Time-limited work group
Convened by the Mayor

**Mayor's Urban
Camping
Working Group**

February-May 2024

CONCURRENT STRATEGY INITIATIVES:

- **Built for Zero - Achieve functional zero houselessness for veterans by Nov. 11, 2026** (Underway; Led by Houseless Programs & BfZ Improvement Team)
- **Master planning for City parcel at MRL Triangle, including Johnson Street Shelter building** (Launching Fall '24; Led by MRA)
- **Exploration of local capacity constraints for shelter & supportive services** (Complete in May '24; Led by Houseless Programs)
- **The Economic Impact of Homelessness in Missoula** (Complete; Led by Missoula Economic Partnership)
- **Exploration of alternate shelter models** (Timeline unknown; Led by various community partners)



GOAL OF HOUSELESSNESS STRATEGY

The primary intended goal of our houselessness strategy is to make houselessness rare, brief, and non-recurring.



OVERALL MEASURES OF PROGRESS

- Reduction of overall houselessness
- Reduction of chronic houselessness
- Reduction of unsheltered houselessness
- Housing stability for formerly houseless people



RESPONSIBLE ACTORS

This is a community plan, developed and implemented by Missoula community members. A Coalition will lead the implementation process, but all of the **businesses, organizations, and individuals that are part of Missoula** will **impact the results of this strategy.**

PRIMARY STRATEGIES

STRATEGY A



Right-size the number of beds dedicated for people who are houseless and the **services that support housing retention** to meet the needs of the houseless population

STRATEGY B



Secure funding for high-priority activities as detailed in the action items

STRATEGY C



Support increase in capacity for provider organizations

On Our Way Home: Missoula Community Houselessness Strategy 2025-2028



Built for Zero Capacity Building – Built for Zero Specialist

Built for Zero **Housed for the Holidays**

Project Lead: Built for Zero Specialist, Dylan Barbash

Primary Partners: City of Missoula, Poverello Center, Volunteers of America, Dept. of Veterans Affairs, United Way, Walmart on Mullan

- ❖ Housing Sprint – 60 days, November 16-January 16
- ❖ **Received \$30k in flexible funding** from Built for Zero; United Way served as fiduciary
- ❖ **12 Veterans secured Permanent Housing**, the most of any participating community
 - Doubled avg monthly housing placement rate (3 → 6 Veterans/month)
 - 4 housing placements not tied to any ongoing subsidies
 - Dylan led proactive property engagement – meeting in-person with property managers/landlords, negotiating units, testing incentives, and building relationships
 - Worked with ADEA Property Management and Elks Lodge to hold 3 rental units open while Dylan & partners worked to fill them; all units are now housing a previously unhoused veteran
 - Used \$27,780 in flexible funds to create sustainable solutions
 - With partners, completed 22 rental applications; 12 resulted in housing placements
 - Secured placement in an assisted living facility for an unhoused veteran

A few key lessons:

- **Flexible funding is an invaluable tool** for property engagement and to stabilize those who do not need an ongoing subsidy
- The importance of a **dedicated Project Manager**
- Some resources are able to **mobilize faster** than we knew
- Missoula **needs a robust unit acquisition team** to conduct regular, ongoing property and landlord engagement

JOHNSON STREET HOUSING SPRINT

As of 7/15

- **25 individuals** using the Johnson Street Shelter **secured permanent housing**
- **9 of the 25** received **financial support** to clear housing barriers through the Housing Sprint Fund
- **2 non-shelter guests** also **secured housing** with Housing Sprint housing problem solving support



April 1-July 15

- **67 people** connected to our Missoula Coordinated Entry System (MCES) **secured housing**
- **25** of those had been **staying at Johnson Street**
- **13** were **veterans**, thanks in part to the continued impact of our Built for Zero work



System Improvements

- **Decrease in time to housing** for those at Johnson St, due to housing problem-solving & Sprint tools
- **Faster housing placements for veterans**, a result of our Built for Zero focus
- **Reduction in veterans "aging into" chronic homelessness**, housing people before they become long-term, high-acuity cases



MISSOULA
THE GARDEN CITY
TOWN OF FIVE VALLEYS

Housing Problem-Solving Cover Sheet

INITIALS + HMIS ID _____ **Phone** _____ **Email** _____

☐ CoC/HMIS Release of Information
☐ Universal Data Elements

☐ MCES Enrollment Questionnaire
☐ HPS

When are you available for follow-up?
☐ Mondays from 12:00-2:00 pm
☐ Wednesdays from 5:00-7:00 pm
☐ Other: _____

Goals + Next Steps

Documentation
☐ State ID or License
☐ Not interested
☐ In Progress
☐ Obtained

Birth Certificate
☐ Not interested
☐ In Progress
☐ Obtained

Social Security Card
☐ Not interested
☐ In Progress
☐ Obtained

Proof of Income
☐ Not interested
☐ In Progress
☐ Obtained

Income
☐ Employment
☐ Not interested
☐ In Progress
☐ Obtained: \$ _____

Social Security Benefits
☐ Not interested
☐ In Progress
☐ Obtained: \$ _____

Substance Use
☐ Not interested
☐ Interested in exploring options for:
☐ In Progress
☐ Obtained

Healthcare
☐ Establish Provider
☐ Not interested
☐ In Progress
☐ Obtained:

Health Insurance
☐ Not interested
☐ In Progress
☐ Obtained:

Mental Health
☐ Establish MH Provider
☐ Not interested
☐ In Progress
☐ Obtained:

Case Management
☐ Not interested
☐ In Progress
☐ Obtained:

Group Home + Assisted Living
☐ Not interested
☐ In Progress
☐ Obtained

Housing Waitlists
☐ Not interested
☐ In Progress
☐ Obtained

Barriers
☐ _____

Housing Problem-Solving Examples of Next Steps
Version 2

Warm handoff: the process of transferring care from one service provider to another, including transportation to another site. Warm handoffs facilitate a greater continuity of care. Ask the individual **what they need to get to an appointment, what documents they'll need once there, which bus to ride, etc.** All next steps should include a warm-handoff collaboratively designed depending on the unique needs of each individual.

Goals + Next Steps

Income
☐ Support finding employment
☐ Look up currently available jobs. What do they want to do?
☐ Assist in applying for an available job.
☐ Make appointment with **Missoula Job Services** (often on-site)
☐ 539 S 3rd Street West
☐ Missoula, MT 59801
☐ Phone (406) 728-7060
☐ Email MissoulaJSC@mt.gov

☐ Support applying for Social Security benefits
☐ Make appointment with **Summit Independent Living**
☐ 3104 W. Broadway St. Missoula, MT 59808
☐ (406) 728-1630
☐ Open M-Fri 8am - 5pm

Documentation
☐ Support getting necessary identifying documents
☐ Social Security Card - If they have an ID, we have the paperwork for a replacement card request on-site. We will just need to get a copy of their ID to send with their application. If missing ID, work on that first!

☐ Proof of Income
☐ If they have a 2-3 recent paystubs OR SSI/SSDI Award Letter

☐ Council for assistance in gathering

Healthcare
☐ Establish a doctor or Primary Care Provider
☐ **Call and make initial appointment (establishing care) with...**

Partnership Health Center
 401 Railroad St W • (406) 258-4789

Providence St. Pat's
 Call specific clinic they are interested in and see if there are any available appointments

Providence Missoula Family Medical
 Medical clinic
 601 W Spruce St # A • (406) 728-3111

Grant Creek Town Center, 3205 building
 3075 N Reserve St STE Q, Missoula, MT 59808
 (406) 327-1850

All Providence clinics: Google: "Find a Location Providence Missoula"

General Provider look-up: who are they eligible to see on their current insurance make a direct call to that provider.

Health Insurance
☐ Support signing up for health insurance

Partnership Health Center
 If interested in establishing care at PHC, they can explore insurance eligibility at the (406) 258-4789

Providence St. Pat's Financial Assistance Program
<https://www.providence.org/billing-support/help-paying-your-bill/app-support>
 Apply with them on-site (as time permits; there may be someone on-site able to too - on MONDAYS, ask about availability)
<https://www.healthcare.gov/apply-and-enroll/how-to-apply/>