

# QUARTERLY LEADERSHIP REPORT

- October 2023 -



## KEY TO HOME PARTNERSHIP

A newly revamped system of governance, called the **Key to Home Partnership**, was launched in April 2023 to address homelessness differently in Oklahoma City. The Partnership is a public-private partnership that includes over 40 agencies whose mission is to prevent and end homelessness in Oklahoma City alongside the City of OKC and the private sector.

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# BY THE NUMBERS

Data Driven: The metrics below are some of the system-wide local performance measures used in reporting progress, identifying trends, and monitoring our system.



47

Agencies in Key to Home Partnership



HOUSED BY THE SYSTEM IN 2022



C

## System Funding

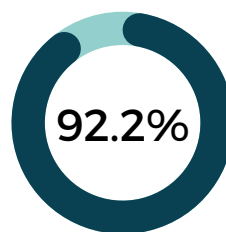
9.6M

PUBLIC DOLLARS 2023



1M

FLEX FUND DOLLARS TO DATE



SUCCESS RATE

(Percent housed that did not return to homelessness within one year)

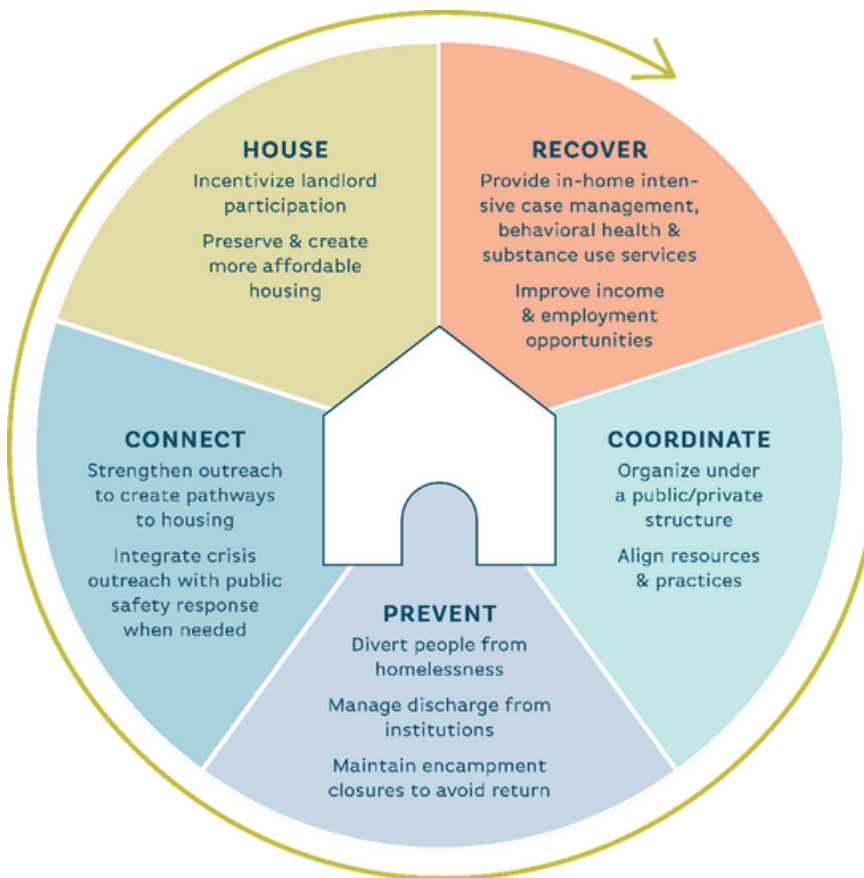


# KEY TO HOME

PARTNERSHIP

## STRATEGIC FRAMEWORK AND ANNUAL ACTION PLAN

TO REDUCE UNSHELTERED HOMELESSNESS THROUGH HOUSING



The Key to Home Partnership adopted a set of system blueprints to organize our system and guide processes. To effectively end homelessness, we must first coordinate and align resources and practices, and then prevent someone from homelessness if possible, and if not possible connect them to a rehousing pathway, house and then assist them to stabilize and recover. Our goal is that homelessness is a rare, brief and nonrecurring event in our community.

### EXECUTION

- 1 Create a new governing system
- 2 Address homelessness differently
- 3 Reduce youth homelessness
- 4 Reduce unsheltered homelessness

### TIMELINE

- 2019 - Mayor Holt's Taskforce developed *Strategies to Address Homelessness*.
- 2020
- 2021 - Created framework to support system transformation.
- 2022 - Test and refine strategies.  
- Prepare for implementation.
- 2023
- 2024 - Implement projects & programs to reduce unsheltered and youth homelessness.
- 2025

# GOAL 1

## CREATE A NEW GOVERNING SYSTEM

The U.S. Department of Housing and Urban Development (HUD) requires the formation of a Continuum of Care board (CoC) to manage community planning, coordination, and evaluation to ensure the homeless response system rapidly ends people's homelessness permanently. Oklahoma City recently restructured its CoC board, rebranding it as the **Key to Home Partnership**. The new board is comprised of high-level decision makers from across the private and public spheres and those with lived expertise to help co-design the new system and system enhancements, and align our strategies, resources and practices.



## LEADERSHIP

### Board of Directors | 2022 - 2023

#### FIXED REPRESENTATIVE SEATS

- Business Representative - Gary Brooks
- City of Oklahoma City - Aubrey McDermid
- Faith-Based Representative - to be filled
- Oklahoma City Housing Authority - Mark Gillett
- Oklahoma Department of Human Services - to be filled
- Oklahoma Department of Mental Health and Substance Abuse - Carrie Slatton-Hodges
- Oklahoma Health Care Authority - Traylor Rains
- Oklahoma Housing Finance Agency - Deborah Jenkins
- Philanthropic Representative - Erika Warren
- Service Provider Representative - Dan Straughan
- United Way of Central Oklahoma - to be filled
- Youth Action Board Ambassador or Co-Ambassador - Dane Valentine

#### AT-LARGE REPRESENTATIVE SEATS

- Justin Brown (Vice-Chair)
- Clay Moss (Chair)
- David Odle
- Gary Jones

#### AT-LARGE CONSUMER REPRESENTATIVE SEATS

- Raymond Rivas
- Robert Stonebraker

# GOAL 2

## ADDRESS HOMELESSNESS DIFFERENTLY

In order to provide our community of homeless response system partners with what they need to be effective, we needed to improve infrastructure, capacity, and staffing so we can manage and coordinate differently.

### ASSIGN STAFF & RESTRUCTURE



#### Establish a dedicated management team to

- Coordinate services
- Manage resources
- Establish an Unsheltered Incident Command Center
- Lead housing initiatives

### REAL-TIME DATA



#### Provide resources to unhoused people more quickly through Real-Time Data and Referrals

- Customize and improve the Homeless Management Information System (HMIS)
- Ensure all providers use HMIS in real time to record client information

### PERMANENT SUPPORTIVE HOUSING



#### Develop more housing

- Work with MAPS 4 on the utilization of 500 units of Permanent Supportive Housing in the next 3 years
- Leverage federal rental subsidies and Medicaid-funded health services

## WHAT IS LANDLORD ENGAGEMENT?

Landlord engagement is a proven strategy that has been implemented across the country to improve access to housing for people experiencing homelessness. Key to Home has implemented this program through the creation of dedicated **Landlord Engagement Specialists** who work on behalf of the rehousing system to improve system performance by:

- 1) increasing the stock of low-barrier affordable housing units;
- 2) partnering supportively with private landlords/property management companies; and
- 3) removing barriers to entry by reducing criteria that screens people out of units.

The program impacts the rehousing system performance in three primary ways:

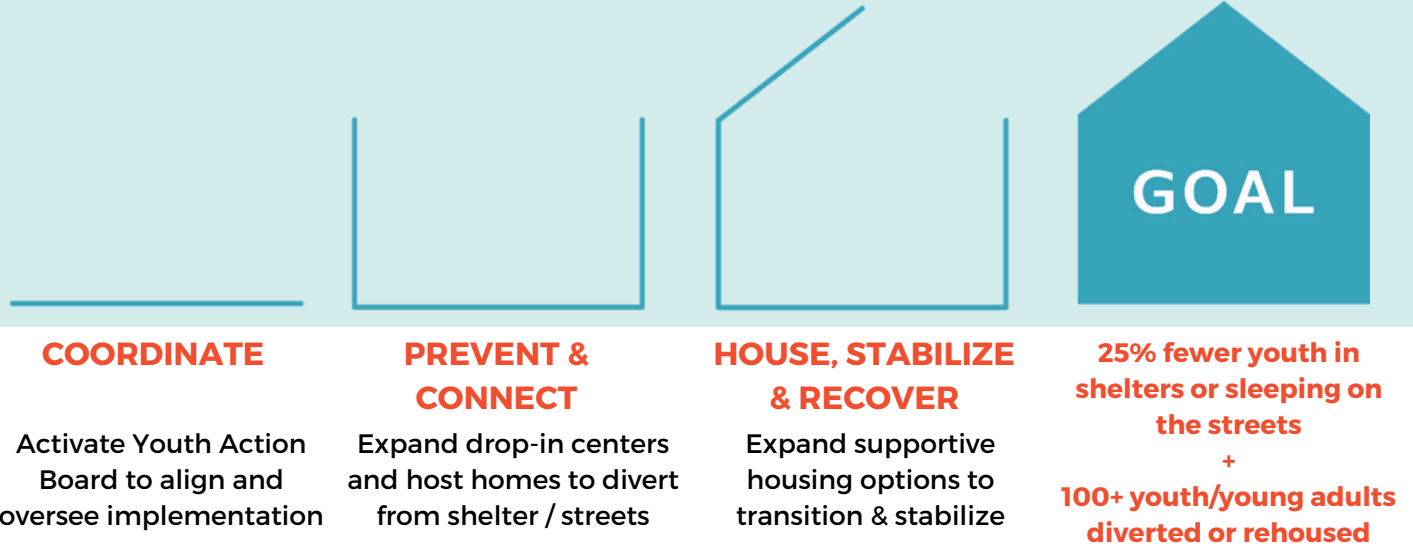
- Increases exits to permanent housing
- Decreases the length of stay in homelessness
- Reduces returns to homelessness



# GOAL 3

## REDUCE YOUTH HOMELESSNESS

"We envision Oklahoma City as a place where every youth and young adult has access to proactive, preventative services and a choice of prompt, safe and low-barrier housing options."



## YOUTH SERVED

The City of Oklahoma City received a Youth Homelessness Demonstration Program (YHDP) grant from HUD for \$3.1 million. This grant is funding five projects, which were selected by the Youth Action Board and community members.

153

Drop In Center

14

Transitional & Rapid Rehousing

9

Permanent Supportive Housing

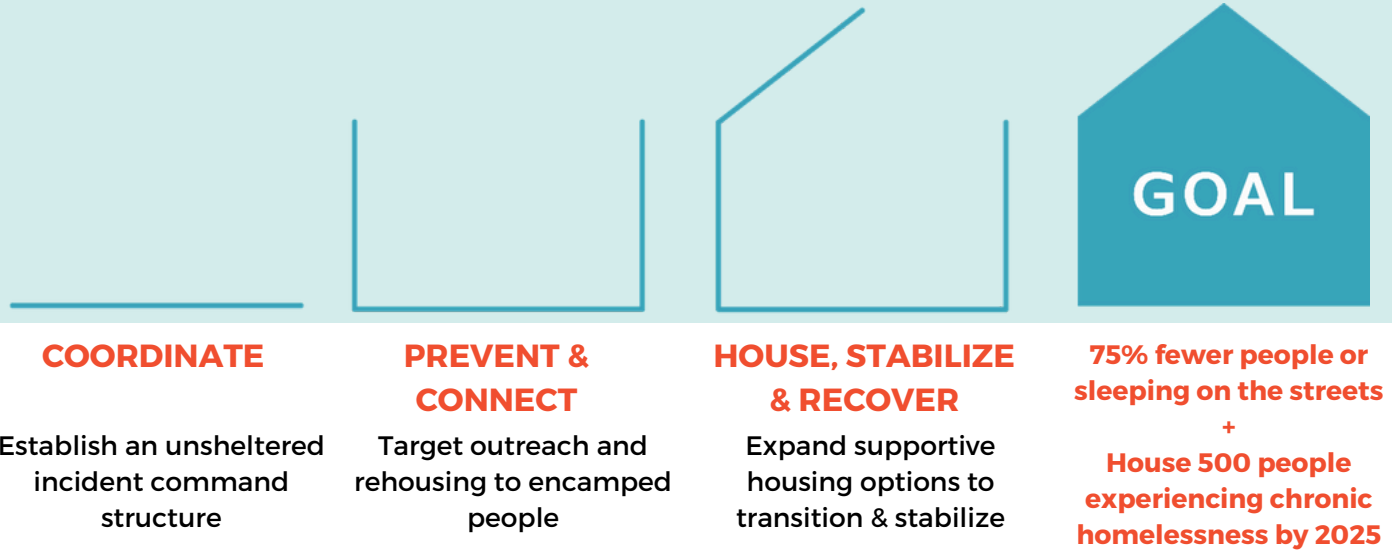
## PARTNERS



# GOAL 4

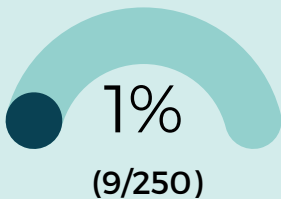
## REDUCE UNSHELTERED HOMELESSNESS

The Key to Home Partnership launched the encampment rehousing program citywide in September, after conducting four pilots over the course of the previous year.



## PROGRESS TO DATE

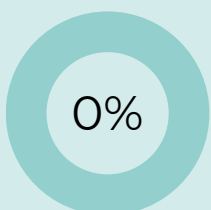
Citywide Encampment Rehousing Initiative



% reached toward rehousing goal of 250 per year



% of total encampment residents that accepted housing



% of encampment residents that returned to homelessness

## COORDINATED OUTREACH SUMMARY

Key to Home has developed a comprehensive coordinated community outreach plan that includes identifying dedicated street outreach workers who support the community through two primary responses:

- 1) **Community Response** - outreach response designed to rapidly respond to community requests for assistance related to homelessness.
- 2) **Housing Focused Outreach** - outreach response to rapidly re-house OKC's unsheltered homeless population

Outreach happens in two ways:

- **Geographically based** - teams are assigned to one of four zones within the city and work weekly to ensure individuals in need in each zone are assessed and connected to housing.
- **Targeted encampment rehousing** - encampments are selected from an on-going active list for site specific rehousing surge.



# COMMUNITY PARTNERS

- Arnall Family Foundation
- Cardinal House
- Catholic Charities
- City Care
- City Rescue Mission
- Communities Foundation of Oklahoma
- Community Cares Partners
- Community Enhancement Corporation
- Community Health Centers
- Department of Housing & Urban Development (OKC Field Office)
- Department of Human Services
- Department of Mental Health & Substance Abuse
- Department of Veteran's Affairs
- Diversion Hub
- Dragonfly Home
- Focus on Home
- Goodwill of OKC
- Grace Rescue Mission
- Heartline 211
- Homeless Alliance
- Hope Community Services
- Hope House OKC
- Inasmuch Foundation
- Jesus House
- Joe's Addiction
- Legal Aid
- Mental Health Association Oklahoma
- Neighborhood Services Organization
- NorthCare
- OKC Metro Alliance
- Oklahoma City Housing Authority
- Oklahoma County Social Services
- Oklahoma Housing Finance Agency
- Palomar
- Pivot
- Positive Tomorrows
- Red Rock Behavioral Health
- ReMerge
- RestoreOKC
- Salvation Army
- Sisu Youth Services
- Sunbeam Family Services
- United Way of OKC
- Upward Transitions
- Urban League
- Variety Care
- YWCA

## CLIENT AND PARTNER SUCCESSES



### MICHAEL'S STORY

We met Michael during the fourth pilot of the encampment rehousing initiative. Michael was fairly new to homelessness and told anyone who would listen how “blessed and grateful” he is for all of the partners who have been doing the work with Key to Home as well as being in the right place at the right time. Michael was housed at the end of July 2023. The day he moved in, Michael introduced himself to his neighbors and says he gets along with everyone and enjoys chatting with neighbors on his porch.

Outreach worker Sam recalls that during outreach at the encampment site, Michael would engage, but his mood was flat. Over time, Sam and Michael built a real connection. When Case Manager, Amanda, began working with Michael, she noted a change around her second home visit when Michael's true personality showed. She thinks Michael is hilarious, always cracking a joke and has a contagious laugh. Amanda reports that Michael's apartment is always immaculate, and he even offers refreshments at every home visit.

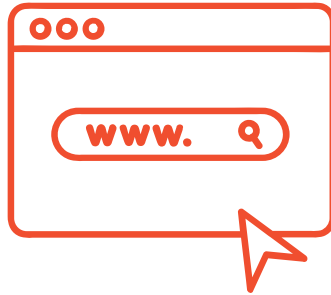
Michael has worked with his Case Manager on setting a budget to maintain his commitments while also allowing him to help some of the folks who supported him while he was unhoused. Since being housed, Michael has maintained a credit on his OGE bill (so he can “keep his apartment super warm in the winter”) and has paid his portion of rent on time. Michael utilizes the food pantry in his neighborhood when necessary as well as services such as Sooneride for medical appointments. Michael is doing great accessing community resources and helps his neighbor Billy (also from the same encampment site) stay motivated in keeping his apartment clean. Their friendship has meant a great deal to Michael. Michael loves telling stories about his life and always reflects upon how grateful he is to everyone involved with Key to Home.



# ON THE HORIZON

## KEY TO HOME WEBSITE

To learn more about the Key to Home Partnership and track our progress on ending homelessness in Oklahoma City, please visit our website at [keytohomeokc.org](http://keytohomeokc.org).



## UPCOMING EVENTS

### Homeless Memorial

Our community's annual homeless memorial service is being planned to take place this winter to honor the lives of members of our community who passed away while experiencing homelessness or in one of our housing programs.

Too often people experiencing homelessness live and die in the shadows of life, often passing away without any recognition of their lives. We hope you will join us in bringing light and honor to those lives we lost this year.

Please check the Key to Home website for details.

## How you can help

A fund has been established at the Communities Foundation of Oklahoma to sponsor housing resources that public funding cannot cover. The Key to Home Fiscal Sponsorship fund prevents a minor expense from becoming a major impediment to a person's progress in ending their homelessness. Donations help provide a real person a home by:

- Sponsoring furnishings and household goods for a client move-in;
- Aiding in utility setup;
- Providing life-changing supportive services through our non-profit partners; and
- Giving access to critical documents, transportation, medical attention, job development, and more.

You can donate online at [www.cfok.org/KeyToHome](http://www.cfok.org/KeyToHome).

