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JOPLIN, MO

Homelessness Strategic Plan

CITY COUNCIL PRESENTATION

March 18, 2024

PROJECT OVERVIEW

“The City of Joplin along with partners intend to better align and leverage resources toward solutions to better address the most vulnerable homeless and at-risk individuals and households, along with associated impacts of homelessness on our community.”

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TIMELINE

PLANNING



May to June 2023

DATA ANALYSIS



July to September 2023

COMMUNITY MAPPING



October to December 2023

TOWN HALLS



January 2024

FINALIZATION



January to March 2024

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We are here

ACKNOWLEDGEMENTS

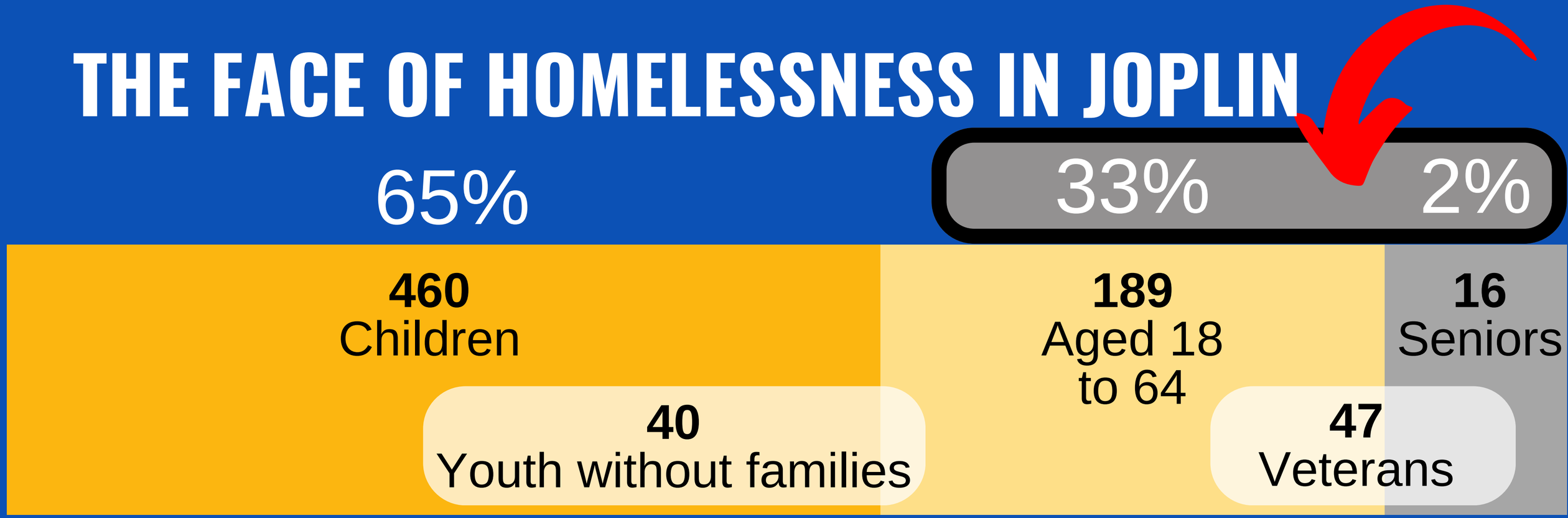
Thank you to the Joplin community. Volunteers, service providers, the City, business owners, and people experiencing homelessness rallied around this strategic planning process.

Your willingness to share your insights, experience, and expertise made this work possible.

TRUE AND FALSE

Myth	Fact
People experiencing homelessness are dropped by bus in Joplin	Service providers move clients and homeless individuals to where services are available and and beds are open
People experiencing homelessness are drawn to Joplin’s services	People experiencing homelessness in Joplin become concentrated downtown because that is where service providers are located, there is no public transport facilitating movement elsewhere, and there is no comprehensive, one-stop-shop day service provider
Homelessness is a personal and or moral failing	Homelessness is determined by the housing market, and the ability to access shelter

THE FACE OF HOMELESSNESS IN JOPLIN



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FIRST REPORT TAKEAWAY REFRESHER

DATA

- Data collection is not fully centralized and coordinated
- There are also data quality issues
- This prevents full assessment of effectiveness of programs

LEADERSHIP

- Some key stakeholders are not at the table
- Skilled, civic-minded members of the public could also assume leadership roles

SYSTEM OF CARE

- Shelters are high-barrier leaving many individuals on the streets
- The most vulnerable are not consistently prioritized
- Service provider coordination could improve

EDUCATION AND COMMUNITY AWARENESS

- Some public narratives about homelessness are not grounded in data
- Service provider workforces should be continually educated

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CHALLENGES

Leadership

- Efforts to address homelessness have been siloed, disconnected, and duplicative.
- Some key stakeholders have historically not been engaged.
- Outside of service providers, there is no coordinated community leadership group driving a comprehensive, data-driven plan to address homelessness.

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OVERALL GOAL

Leadership

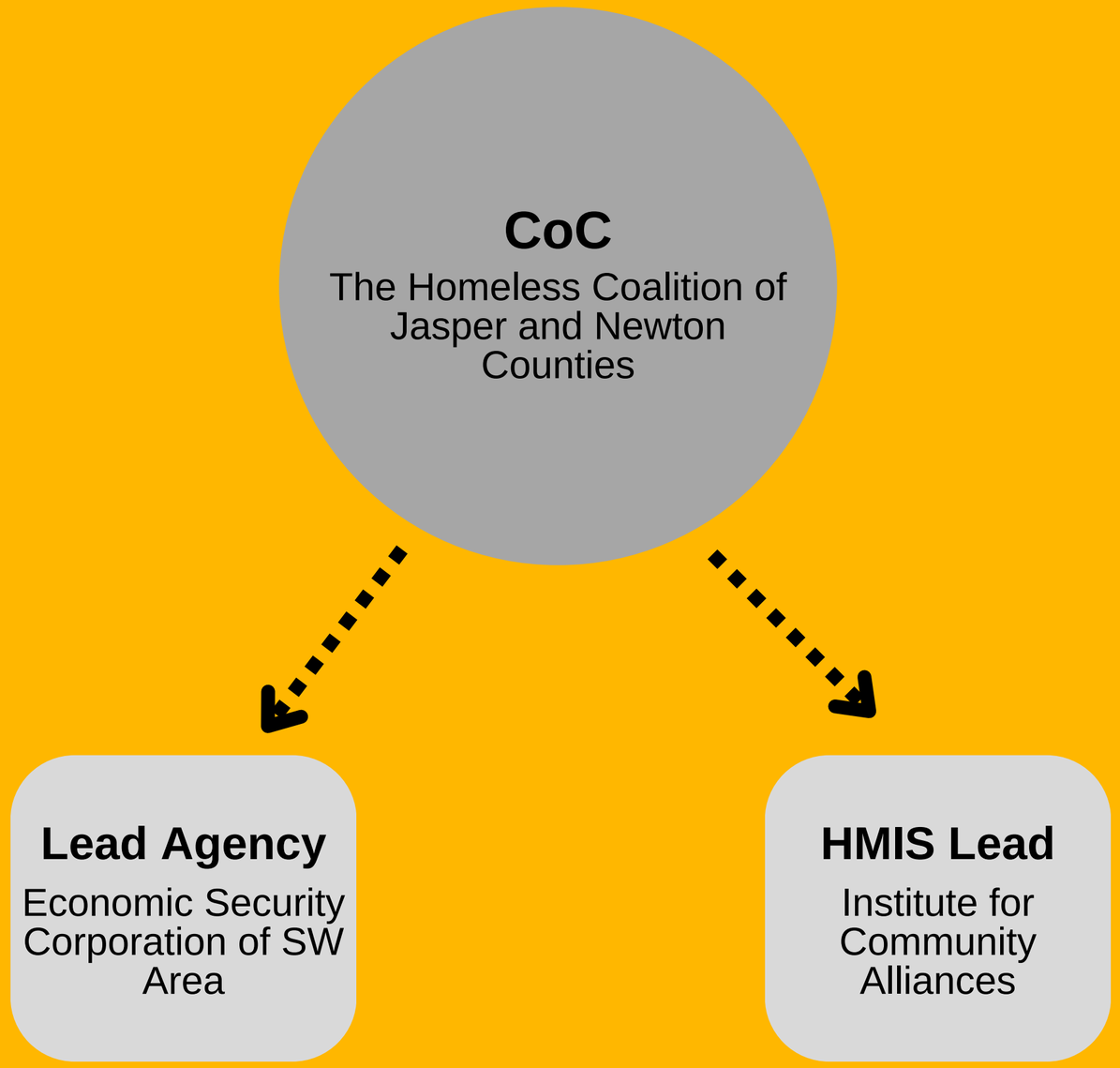
The region has an engaged and educated leadership cabinet that is respected by the community and uses data, best and emerging practices and the voices of those with lived experience to establish priorities.

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THREE YEAR PLAN

- There will be a cross-section of respected leaders who are the collective voice on priorities. They are trusted by the public and seen as the voice of reason.
- The cabinet will reflect the community and have a succession plan built around a diverse matrix.
- The cabinet will be designed to reduce and or eliminate conflicts of interest and the cabinet will be actively engaged in ongoing meetings and dialogue.

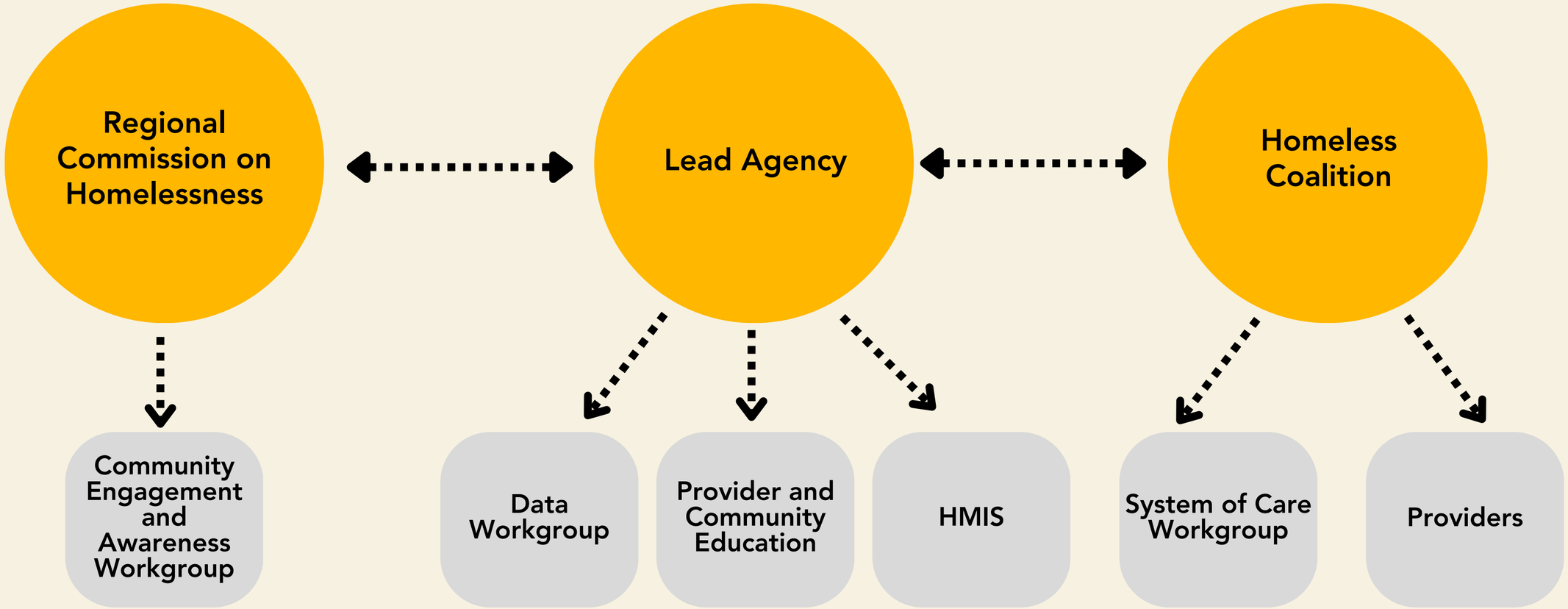
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This shifts responsibility from the City of Joplin to a community-driven commission

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Why the United Way?

- **Recognition –** United Way is a highly respected organization with considerable community support. It is recognized as a resource clearinghouse.
- **Capacity –** United Way has the existing infrastructure necessary to write, distribute, and monitor grant funds.
- **Conflicts –** It is difficult to expect an agency that is receiving funds to appear unbiased when monitoring its own performance.
- **Performance evaluation –** United Way is uniquely placed to evaluate performance and progress because of its background in outcome measurement.
- **Resources –** United Way has a history of strong fundraising and fund distribution.

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RECOMMENDED PRIORITIES

- Support and approve the creation of the Regional Commission on Homelessness
- Move workgroups to a new structure for ongoing implementation of the plan
- There will be program-dedicated paid staffing available to support the community plan and continuum of care that is operated independently of conflicts of interest (namely funding).
- Support the move of the lead agency to a more resourced provider that allows for expanded capacity of the system of care.

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ANTICIPATED OUTCOMES

- A coordinated and well-resourced response to homelessness is community-driven and provider-executed.
- Increased funds, both government and private, are put towards interventions and services that have the greatest return on investment.
- The community has one plan that is mutually agreed upon and reduces the number of individuals and families who are at risk for or who are homeless.
- Barriers to success are quickly resolved.

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CHALLENGES

Data

- Data is not centralized and collection is not fully coordinated.
- There are significant data quality issues.
- The community does not have local staff to support data management.
- There is no list of highest need, highest risk people to target with services.

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OVERALL GOAL

Data

The region has and uses current, centralized, open data and the voices of those with lived experience to inform strategies and determine the effective use of resources.

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THREE YEAR PLAN

- **The community has established unified data definitions, and collection methods.**
- **Data is consistently collected by providers and gaps in data are identified and filled.**
- **Data is used to determine the success of interventions and the allocation of available funding.**

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RECOMMENDED PRIORITIES

- Utilize existing funds to leverage additional dollars and hire a full-time local HMIS employee to support the system in data collection and analysis.
- Develop common language and data that is evaluated regularly.
- Develop a community dashboard of success measures that can be monitored and evaluated.

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ANTICIPATED OUTCOMES

- There is an evidenced-based narrative about who is homeless, what strategies work and which ones don’t, and progress being made towards the community plan.
- Decisions on where resources can help the most are based on data and empirical evidence.
- Interventions are routinely evaluated for effectiveness.

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OVERALL GOAL

Community Awareness and Education

The community is aware of the root causes and effective solutions for homelessness and how they can most effectively help. The frontline workforce is trained in using the best and emerging practices.

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CHALLENGES

Community Awareness and Education

- There are community dialogues about homelessness that are not consistently grounded in data
- There is no consistent training and education facilitated to ensure that the workforce addressing homelessness is knowledgeable about the implementation of best and emerging practices.
- There is no up-to-date training calendar.

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THREE YEAR PLAN

- **Business owners have research guides on site that are fully distributed throughout the region.**
- **There is an ongoing effort to gather information from individuals who have been successfully housed about what worked and why.**
- **There is ongoing communication effort to and from landlords and land developers.**
- **There is an established and ongoing training calendar for frontline staff and volunteers.**
- **There is a volunteer system in place that encompasses United Way, faith community, providers, and the government.**

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RECOMMENDED PRIORITIES

- Separate the workgroup into two working committees under the new Regional Commission on Homelessness and the Coalition for the Homeless
- Conduct an evaluation of training needed by system providers
- Develop an annual training calendar for providers and the community
- Develop stakeholder talking points regarding the plan of action
- Meet with key stakeholders and engage them in this process
- Engage marketing and PR volunteers to assist with ongoing communication strategy

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ANTICIPATED OUTCOMES

- Increased collaboration and coordination with other municipalities, elected officials, and key system stakeholders.
- Better understanding of the goals of the community, outcomes desired, and how everyone can help.
- A well-trained workforce that understands best practices and implements from a trauma-informed approach.

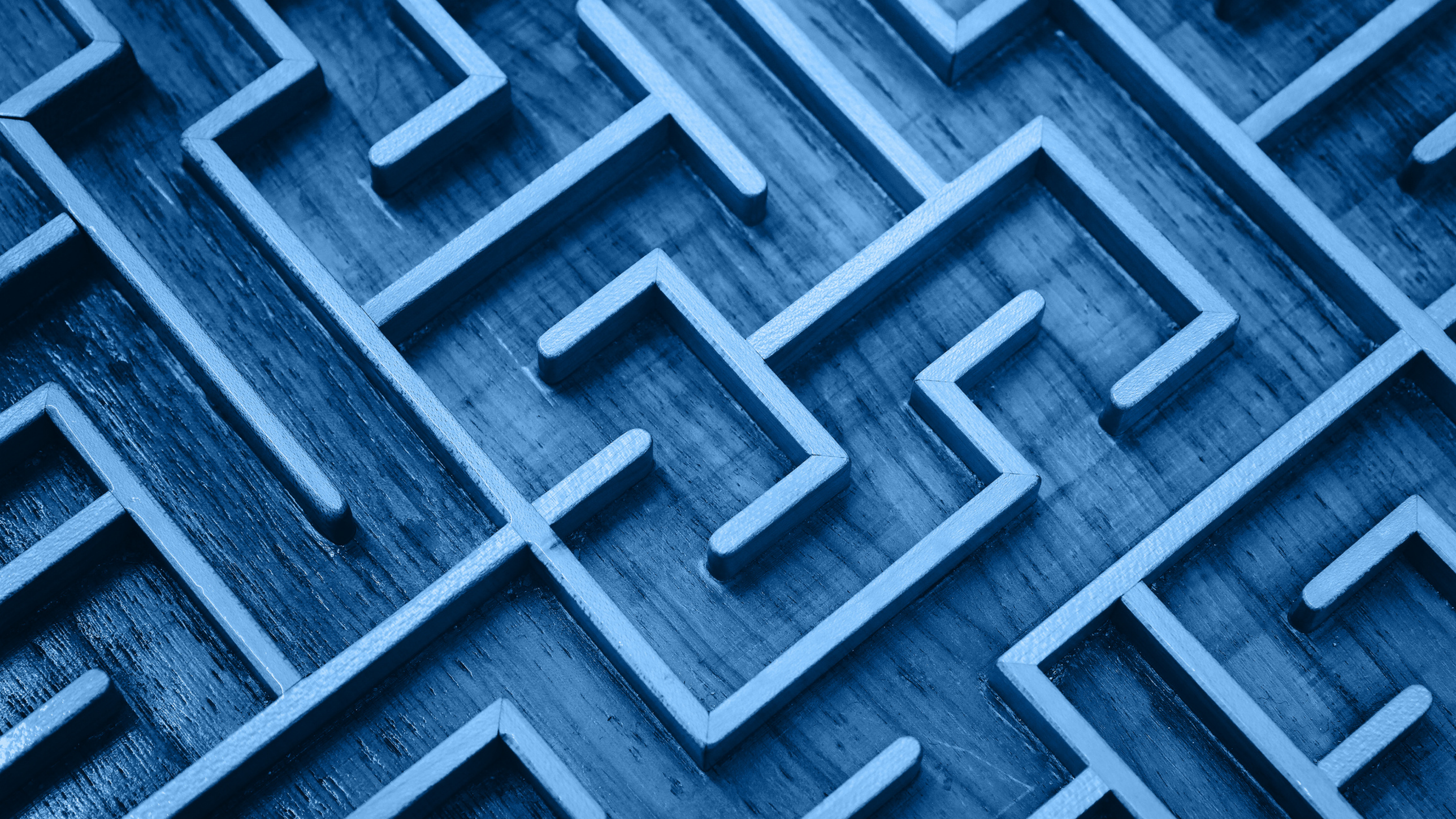
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CHALLENGES

System of care

- The system of care is under-resourced and often only serves the easiest to reach people experiencing homelessness.
- Barriers to accessing services are high.
- Many critical services such as day services, street outreach, and case management (although successful), are underresourced only infrequently available.

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OVERALL GOAL

System of care

There is a robust and fully capitalized regional response that targets the most vulnerable and includes all of the core components of an effective homelessness response system.

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OVERALL GOAL

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THREE YEAR PLAN

Housing

- The region will have a robust affordable housing inventory with incentives to keep rent affordable and units at a base level of quality.
- There is an increase in the amount of housing available including tiny homes and permanent supportive housing.

COC Administration

- There will be paid staffing available to support the community plan and continuum of care that is operated independently of conflicts of interest (namely funding).
- Providers will collect and share data.

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THREE YEAR PLAN

Service Coordination

- The system of care response will fully engage all key stakeholders across the two-county area.

Expanded Services

- There is adequate case management to support those at risk of homelessness.
- In the region, there will be fully capitalized day services that are centralized with multiple providers.
- There will be a fully resourced strategy to serve unaccompanied youth.

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High barrier

For example

- No pets
- Curfew
- Work requirement
- Church service attendance requirement
- Must be sober

Low barrier

For example

- Pets accommodated
- Families and partners can stay together
- Admits those with active addiction regardless of sobriety.

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Low Barrier Shelter – A location that has minimal requirements and expectations for entry.

High Barrier Shelter – A location that places requirements on guests, such as sobriety, curfews, church attendance, program participation, identification.

Permanent Housing – Fair market housing often secured with a lease, such as apartments seen advertised for rent via Craigslist and Facebook Marketplace.

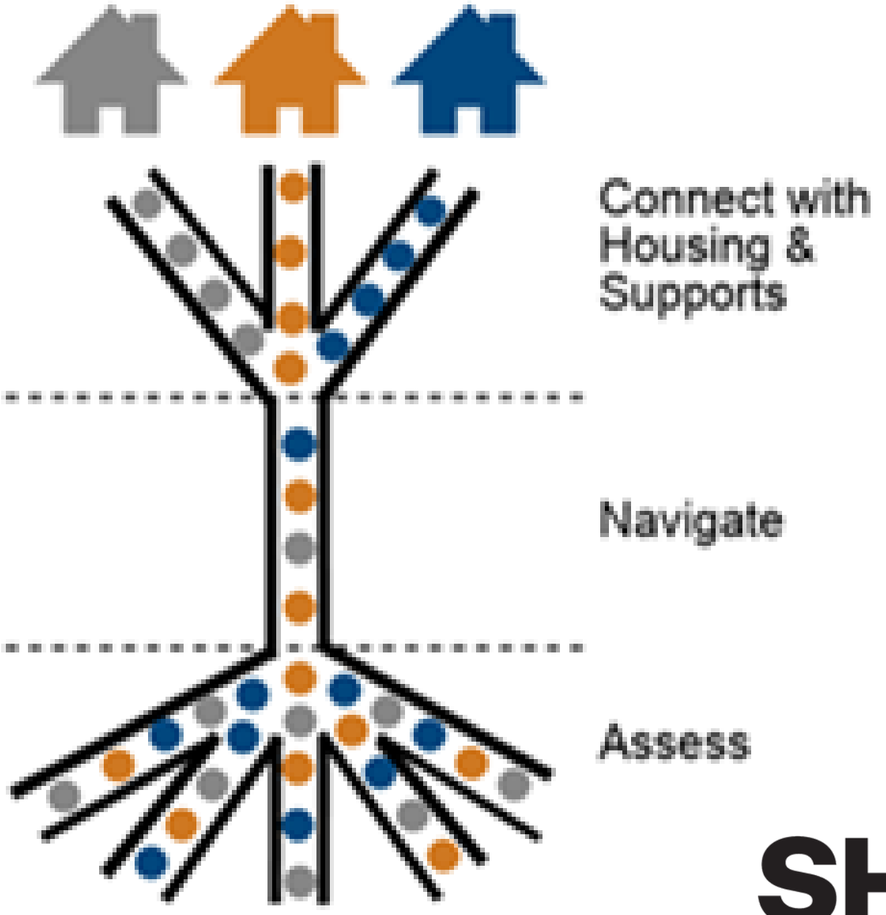
Anchorage Assembly (2022).

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WITHOUT CES



WITH CES



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ONE STOP SHOP



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RECOMMENDED PRIORITIES

- Obtain technical assistance to increase the CoC score in 2024.
- Establish day services for those experiencing homelessness based on a one-stop-shop concept.
- Update the current affordable housing study to include homelessness-related housing needs
- Create and fund a landlord program
- Prioritize additional services such as:
    - low barrier shelter
    - street outreach
    - youth services

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RECOMMENDED PRIORITIES

- **The first 75 (the highest cost, highest need people experiencing homelessness, those who are high risk with complex needs) should be identified and included in a list for targeted case management.**

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ANTICIPATED OUTCOMES

- Increased collaboration and coordination with all providers.
- Identification and high prioritization of those least likely to resolve homelessness issues themselves.
- Reduction in the number of homeless individuals in the downtown area.
- Reduction in system utilization such as jails, hospitals, etc.
- Reduction in repeat offenses.
- Reduction in the amount of time homeless and returns to homelessness.

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NEXT 90-DAYS

- Leadership and Community Education, Engagement, and Awareness Workgroups meet with partner communities and local, regional, and state elected officials.
- The Regional Commission on Homelessness establishes infrastructure, such as its charter.
- Workgroups implement their 90-day action step.
- Data Workgroup maps both knowledge experts for HMIS and those who have access to homelessness-specific data sources.

NEXT 90-DAYS

- In partnership with the Regional Commission, the Community Education, Engagement and Awareness Workgroup develops key talking points specific to the plan’s who, what, when, where, why, and how.
- The Community Education, Engagement, and Awareness Workgroup develops an outreach campaign and an initial training calendar.
- Workgroups continue to research best practice initiatives.
- The Regional Commission reviews the HUD Award Determination and leads a strategy discussion for the 2024 HUD NOFO.
- The Regional Commission researches funding opportunities.

QUESTIONS?

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