COMUNITY SOLUTIONS

Eradicating Homelessness through Collaboration and Accountability



Chronic and veteran homelessness ISSOLVABLE



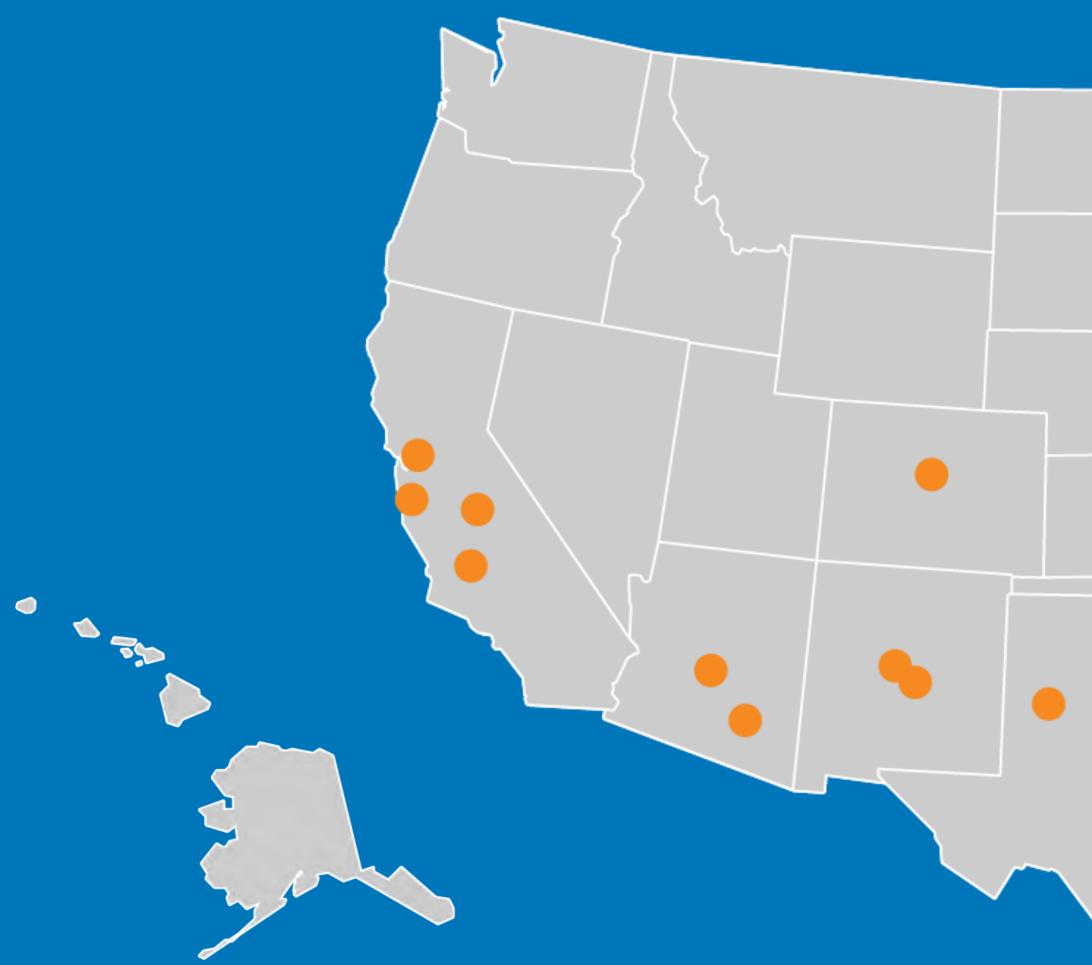


communities have ended chronic and veteran homelessness



3 others are steadily marching toward zero

A MOVEMENT IS GROWING



ROCKFORD, IL a city of over 150,000, brought chronic homelessness to zero within 1 year

CHICAGO, IL

has cut the number of homeless veterans by more than a third in 2 years

BERGEN COUNTY, NJ

Has maintained a functional zero level of chronic homelessness for more than 1 year

GULFPORT, MS

Brought veteran homelessness down to functional zero within 1 year

Rockford, IL





Gulfport, MS



VETERAN HOMELESS TO () IN ONE YEA



• Chicago, IL 900 veteran homeless to 600 in two years







Not a single-factor problem



Morejobs

HELLO IANA---

NEN HIRE

More housing





More mental illness services



Rather than a series of partial fixes...



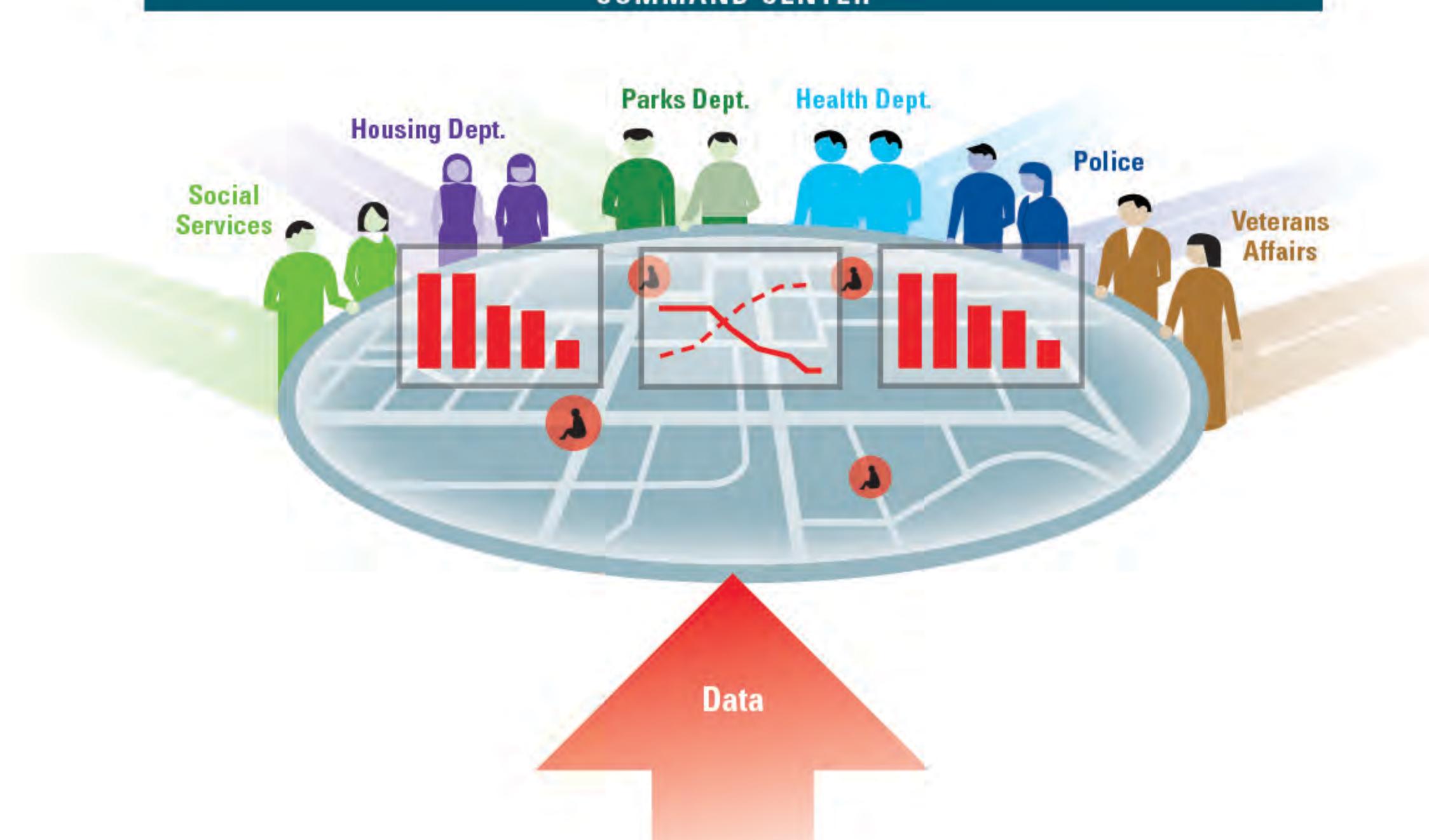
... It's about solving for the whole.



Create a Command Center



COMMAND CENTER



THE COMMAND CENTER IN ACTION

1 Actively reaching out



2 Constantly problem solving



3 Connecting the dots



THE PROPERTY

A A A A A

akata takata takata

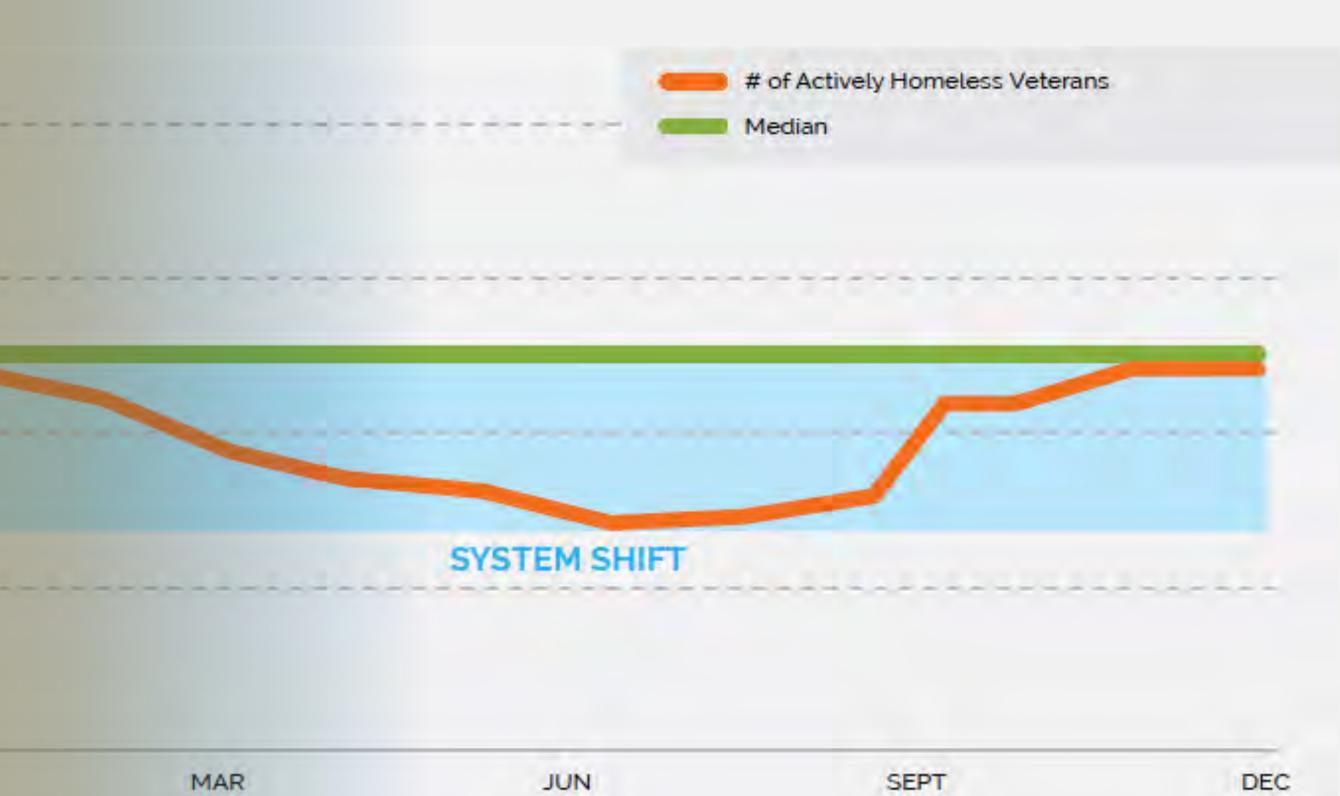


4 Always vigilant



5 Identifying trends

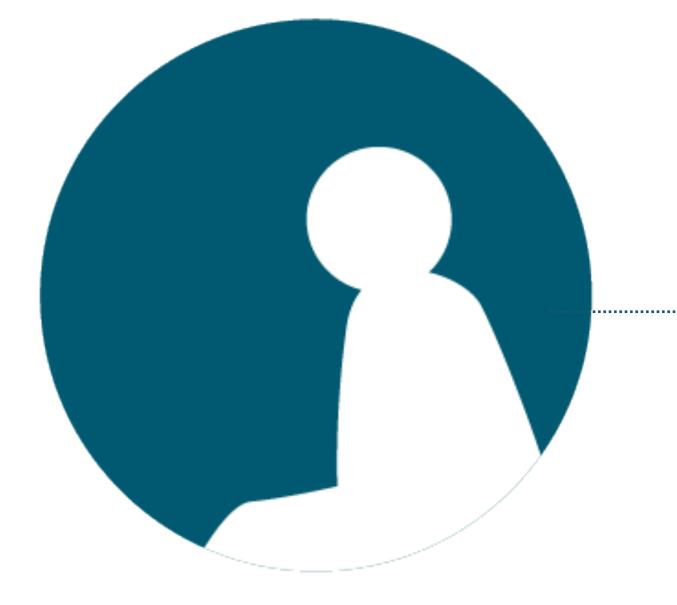
SEPT 2016



MAR	JUN	SEPT	
2017	2017	2017	

2017

THE COMMAND CENTER CHANGES EXPERIENCES AND BEHAVIORS



HOMELESS

INDIVIDUALS

PREVIOUSLY

- Anonymous
- Bewildered and overwhelmed
- Bounced back and forth between programs
- Doesn't look at the whole person
- On their own, sick, and vulnerable

NOW

- \checkmark Known by name
- ✓ Supported
- ✓ Right support for their situation
- Responds to individual needs
- ✓ Teams prioritize the most ill and vulnerable



PREVIOUSLY

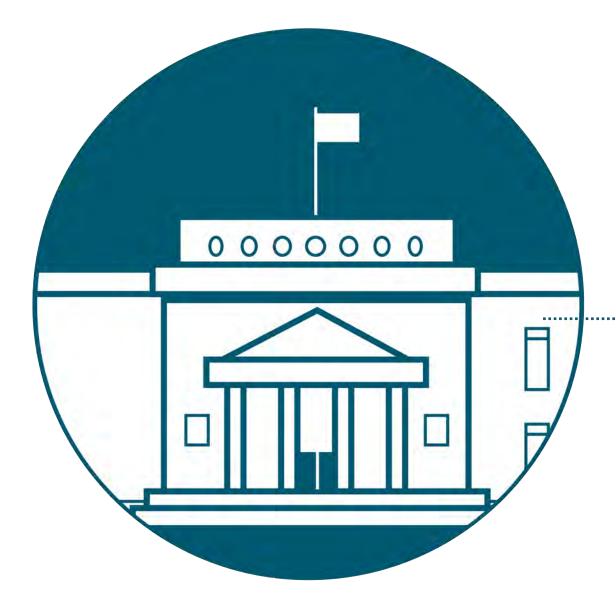
- Competes with other agencies
- Must comply with contracts

AGENCY WORKFORCE

 Success measured by size of budget

NOW

- ✓ Part of a cooperative team with other agencies
- ✓ Accountable to core mission of changing lives of vulnerable people
- ✓ Satisfaction in seeing efforts reducing homelessness in the community



PREVIOUSLY

- Overwhelmed and frustrated by inability to understand and fix the problem
- More money being spent, yet problem is growing
- City services and local emergency rooms feeling budget and space burdens
- Neighborhood groups are trying to block new shelters

LOCAL GOVERNMENTS

NOW

- Developed the capacity to drive down the numbers of those experiencing homelessness
- Now able to target investments to get optimal benefits
- ✓ More time and resources are being spent serving the whole community
- Constant collaboration and innovation is becoming a template for dealing with complex problems

COMMUNITY SOLUTIONS: SYSTEMS THINKING TO SOLVE BIG PROBLEMS







Bringing Communities Together to Spread Success



CTA Placehoder Call To Action



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