Communication Streamlined, Evaluation Built into County-wide Program

Positive Stories / Lessons Learned from HPRP:
Community Success Story

HPRP Grantee:	Alameda County Housing and Community Development Department
CoC Name and Number:	CA-502 - Oakland/Alameda County CoC

Latest CoC Point-in-Time Count:

Total persons in ES:	665	Total persons in TH:	653
Total persons in Safe Haven:	0	Total unsheltered persons:	1,833
Total persons, sheltered and unsheltered:	3,151		

One year before HPRP was enacted, Alameda County reviewed its Ten Year Plan and concluded that program coordination and prevention and diversion services were severely lacking – as were the resources needed to address these gaps. Using HPRP from six direct HUD grantees and three State subgrantees and TANF funds for the first year, Alameda County took what it had learned in its review of the existing system to design a more coordinated, consistent system that places the client at the center. They established a few key principles as priorities: easier client access to assistance, targeting for those most at-risk, consistent eligibility rules, flexibility in actual assistance amounts and duration, and ongoing and data-driven program evaluation.

Spearheading the implementation of these principles is the Priority Home Partnership, a coordinated system of eight geographically distributed Housing Resource Centers operated by local governments and non-profit partners providing prevention and re-housing assistance, and a central 211-phone line conducting initial assessment and referrals. All use common targeting and eligibility standards, along with

a common intake assessment form. Further, the Partnership is collecting and analyzing data about 211 callers, assessment tool scores, and future housing crises.

The community is committed to using the program's data and experience with collaboration to learn and refine its targeting over time. An Implementation and Learning Community comprised of the grantees and providers meets regularly to discuss and refine the program, and members use an online Google Group for daily communication, product sharing, and immediate discussion of needs and challenges.

The community has successfully developed and launched a coordinated process and program model with built-in evaluation, which is a major systems change. It is leading to a new way of working together— as a single community made up of diverse cities within the County— that will impact the rest of the homeless services system and the clients, as the County moves to implement HEARTH in the coming year.

For more information, contact 510-670-9796 or everyonehome@acgov.org or visit http://www.everyonehome.org/plan_initiatives.html.