HUD Disaster TA-Housing Central Comand (HCC) in Bangor, Maine

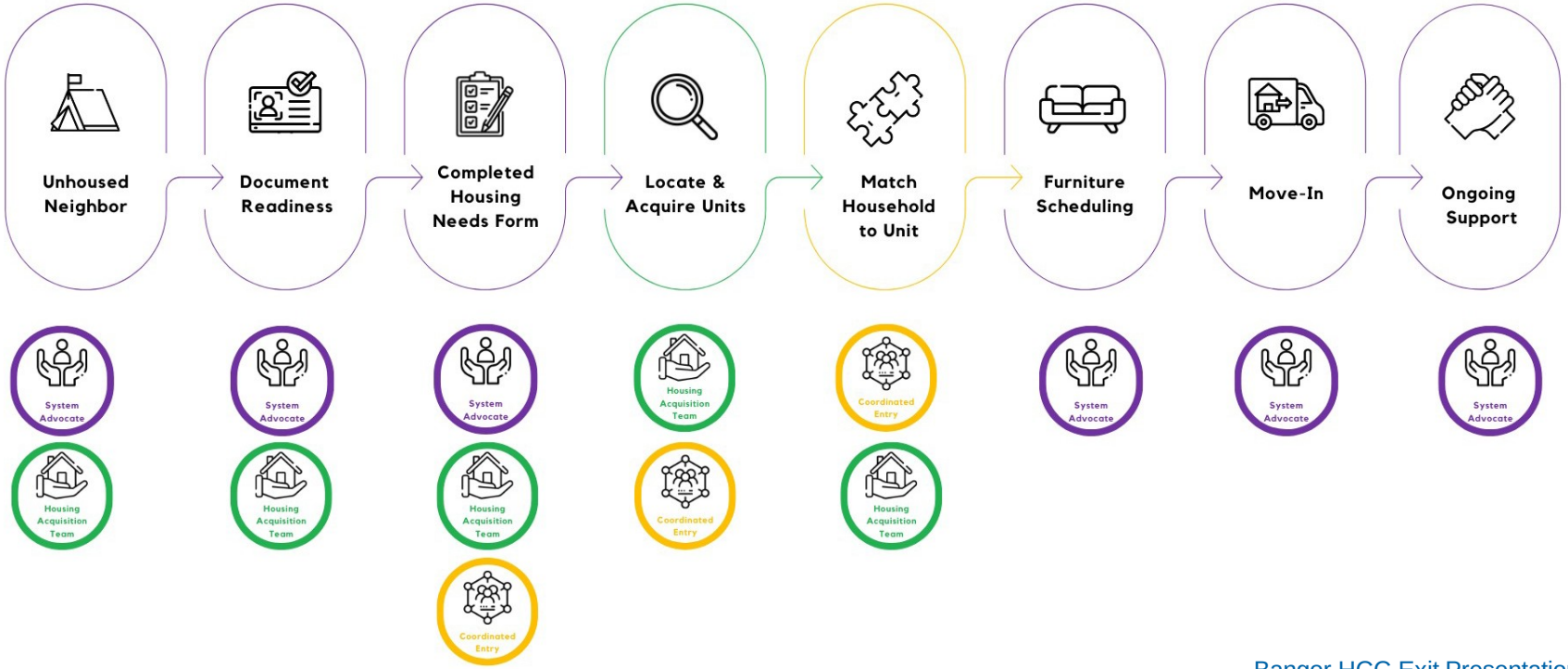
Technical Assistance (TA) Work Plan Milestones

1. Develop an approach for integrating emergency management methods into homeless response systems
2. Develop an active inventory management framework and sustainability plan for CoC
3. Summarize and provide recommendations on findings

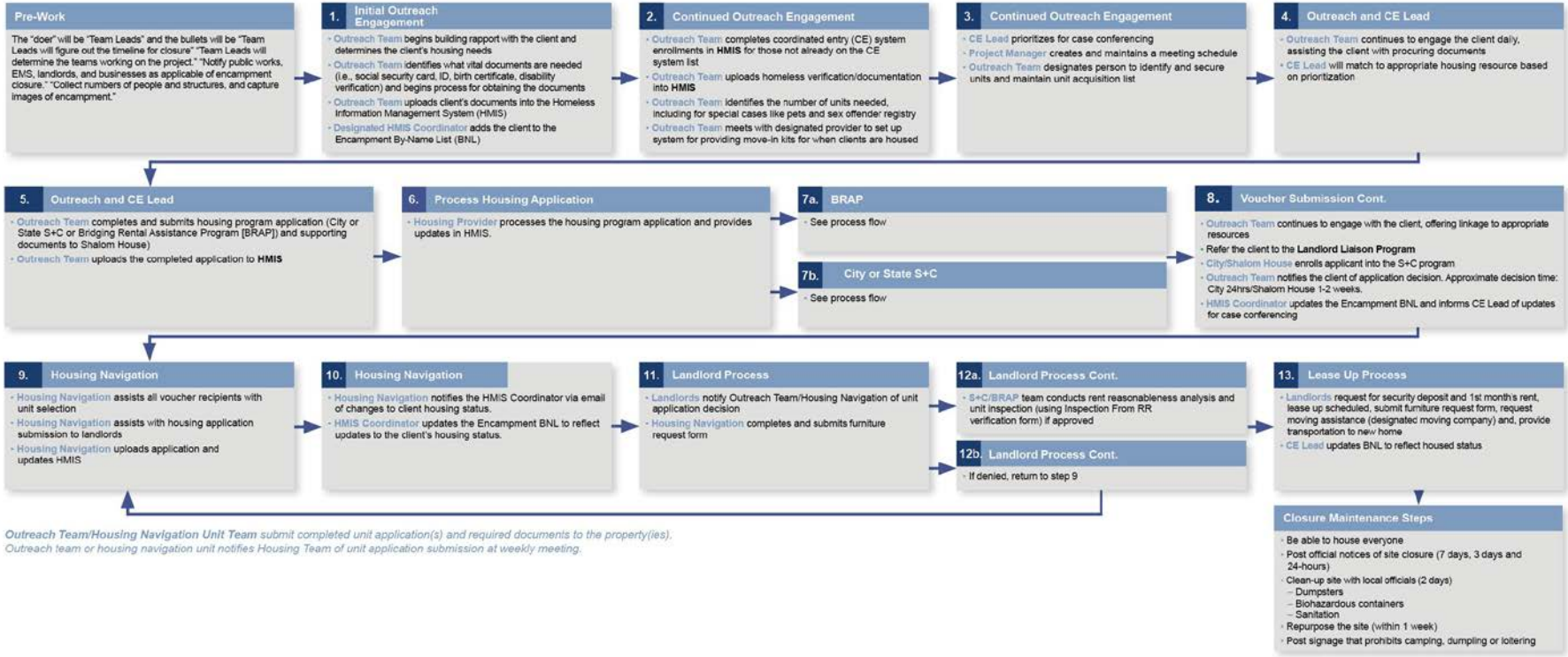
Key Actions to Achieve TA Work Plan Milestones

1. **Identify eligible households**
   Working with the local homeless response system, identify the quantity of households engaged in the action and their attributes and enroll each one in the Homeless Management Information System (HMIS)
2. **Identify available units**
   Using local databases, discover the best process for harvesting potential housing units and develop a process for housing navigators to utilize housing units
3. **Move eligible households into available units**
   Engaging with frontline staff and agency leaders, define a process for enrolled participants to examine available units, select one that meets their needs, apply for the unit, and acquire furniture upon lease-up

Housing Systems Process



Bangor Outreach Process Flow



Key Action #1: Identify Eligible Households

- **Initial TA Deployment, December 2022**
  - Two encampments with total estimated households at 100
  - Engaged with providers to reconnect outreach to encampments
- **Disaster Team TA determined voucher access and availability in the community**
- **Disaster Team TA offered focused training on assertive engagement with unsheltered individuals**
- **Disaster Team TA recalibrated by-name list and case conferencing to align with encampment prioritization**
- **Disaster Team TA joined Housing Case Conferencing to share practices from other jurisdictions**

Key Action #2: Identify Available Units

- **Disaster TA team and Bangor community providers (PCHS and CHCS) surveyed and maintained a list of available units in the community**
- **Disaster TA team and Bangor community providers (PCHS and CHCS) Initiated stronger landlord engagement to support housing unit acquisition**
- **Disaster TA team and the City of Bangor refined the Landlord Liaison Program**
  - Targeted supportive services once an individual is housed
  - Re-allocated budget to support a broader range of activities
  - Clarified opportunities to message the program to landlords

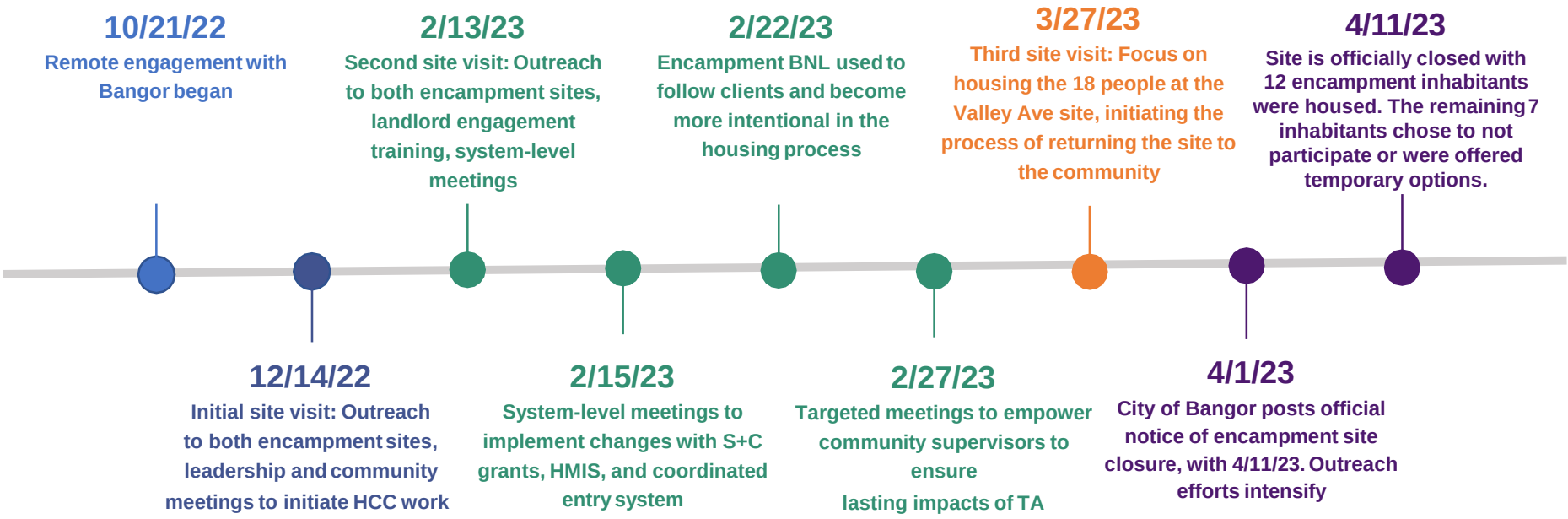
Key Action #3: Move Eligible Households into Available Units

- **Get households ready to apply for housing:**
  -59 individuals have obtained photo ID through a collaboration w/ the Secretary of State
  - 29 individuals have obtained disability verification through the Social Security Administration
  -26 individuals have been approved for housing subsidy (Shelter Plus Care [S+C] or Bridging Rental Assistance Program [BRAP] vouchers)
  - 33 individuals have been enrolled into the Landlord Liaison Program
  - Completion of coordinated entry assessments with unsheltered neighbors
- **3 households from encampment were offered temporary housing**
- **Valley Ave Encampment**
  - 10 individuals have been moved from the encampment into housing
  - Clients were provided with move-in kits and connected with wrap-around case management services

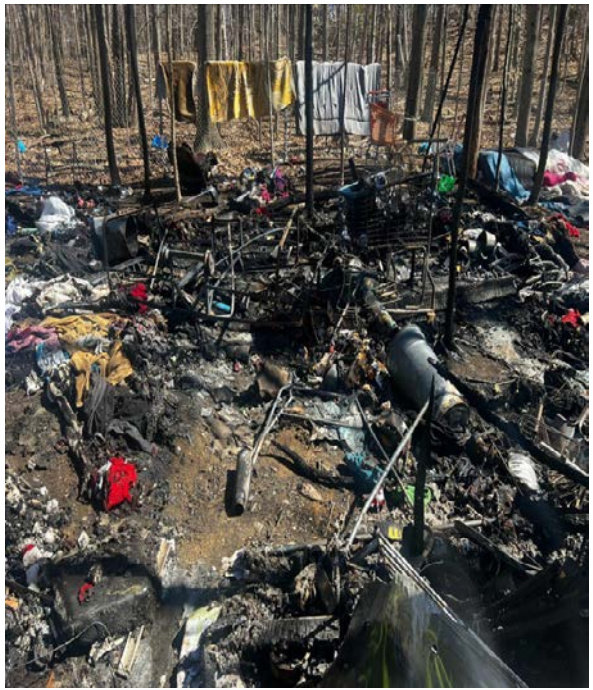
System Capacity Building

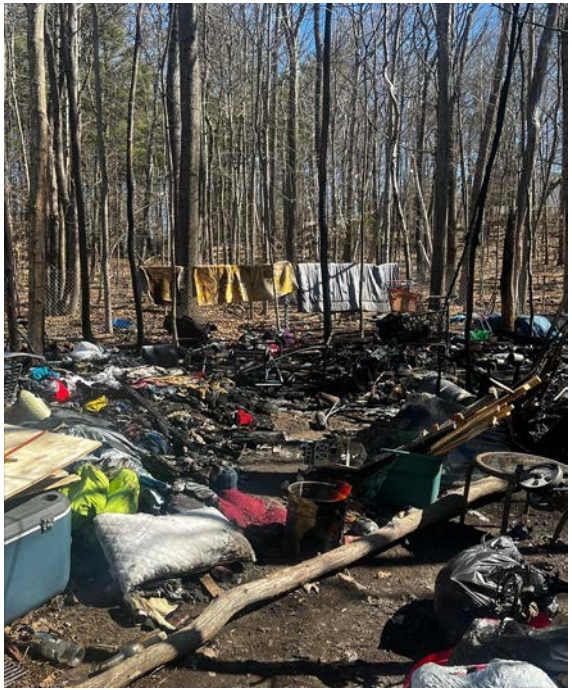
- **Disaster TA team negotiated with HMIS lead for additional licenses allocated to Bangor**
- **Disaster TA team initiated planning for utilization of local HMIS administrator to expand role**
- **Disaster TA team modeled an interconnected system at the local and state levels**
- **Disaster TA team parsed local Bangor Homeless Response System to:**
  - Support greater collaborative case conferencing among frontline staff
  - Activate program managers to regularly engage in system planning on a weekly basis
  - Convene quarterly local leadership meeting
- **Disaster TA team Re-mapped S+C application process using HMIS**
  - Strengthen data outputs for case management

Bangor TA Timeline



Valley Ave Encampment Before





Valley Ave Encampment After