

## **Improving Access to Mainstream Services for People Experiencing Chronic Homelessness**

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Hilton Miami Airport and Towers  
Miami, Florida  
December 9-11, 2003

### **Agenda**

#### **Objectives:**

- To assist State and local policymakers to develop an Action Plan intended to improve access to mainstream health and human services and employment opportunities that are coordinated with housing for persons who are “chronically” homeless;
- To create and/or reinforce relationships among the Governor’s office, State Legislators, key program administrators, and stakeholders from the public and private sectors;
- To provide an environment conducive to the process of strategic decision-making; and
- To assist State and local policymakers in identifying issues or areas of concern that may result in a formal request for technical assistance.

#### **Monday, December 8, 2003**

4:00 p.m. - **Registration** **[Prefunction Area - Lobby]**  
7:00 p.m.

#### **Tuesday, December 9, 2003**

7:30 a.m. **Registration and Continental Breakfast** **[Prefunction Area - Lobby]**

8:30 a.m. **Welcome** **[Ballroom I and II - Lobby]**

##### **Review of Federal Collaboration on Chronic Homelessness**

- Patricia Carlile, Deputy Assistant Secretary for Special Needs, U.S. Department of Housing and Urban Development (HUD)
- Don Winstead, Deputy Assistant Secretary for Human Services Policy, Office of the Assistant Secretary for Planning and Evaluation, U.S. Department of Health and Human Services (HHS)
- Peter Dougherty, Director, Office of Homeless Veterans Programs, U.S. Department of Veterans Affairs (VA)
- Charles Ciccolella, Deputy Assistant Secretary for Veterans Employment and Training Services, U.S. Department of Labor (DOL)
- Cheri Nolan, Deputy Assistant Attorney General, Office of Justice Programs, U.S. Department of Justice (DOJ)
- Philip Mangano, Executive Director, U.S. Interagency Council on Homelessness (ICH)
- Lawrence Bartlett, Director, Health Systems Research, Inc. (HSR), Moderator

## **Introductions of State Team Members, Faculty, and Resource Persons and Brief Presentations by Each Team**

10:00 a.m. **State Team Session One: Setting the Stage, and Revisiting the Vision Statement and the Reality Assessment**

- **Set the Stage**
  - ◆ Objectives and format
  - ◆ Defining “mainstream services”
  - ◆ Roles and responsibilities
- **Revisit Vision Statement** (if necessary, revise based on draft developed by State Team prior to Policy Academy)
  - ◆ Statement of purpose
  - ◆ Picture of Team’s ideal future (independent of current reality)
  - ◆ Reference point for all future decisions
- **Revisit Reality Assessment** (if necessary, revise based on draft developed by State Team prior to Policy Academy)
  - ◆ Inventory/review of: current programs/activities, key challenges, previous policy actions, current political environment
  - ◆ SWOT Analysis (strengths, weaknesses, opportunities, threats)
  - ◆ Provide context
  - ◆ Identify resources

12:15 p.m. **Working Lunch/Plenary Session One: [Ballroom I and II - Lobby]  
Focus on Collaboration**

### **Involving Consumers: Why and How**

- Presenters: Meredith Deming, Consumer, Tampa, Florida  
Lee Carroll, Executive Director, Health Care for the Homeless of Milwaukee
- Moderator: Deborah Dennis, Vice President for Technical Assistance  
Policy Research Associates, Inc.

### **Developing and Implementing a Plan to Increase Access to Mainstream Services**

- Presenter: Tracy D’Alanno, Homeless and Special Housing Programs, Continuum of Care Coordinator, Supportive Housing and Homeless Programs  
Department of Human Services, Denver, Colorado

1:45 p.m. **Concurrent Breakout Sessions: Strategies for Increasing Access to Mainstream Services**

- **Collaboration in Action: A Federal Perspective [Ballroom I and II - Lobby]**  
Presenters: Patricia Carlile, Deputy Assistant Secretary for Special Needs,  
U.S. Department of Housing and Urban Development (HUD)  
Don Winstead, Deputy Assistant Secretary for Human Services Policy, Office  
of the Assistant Secretary for Planning and Evaluation, U.S. Department of  
Health and Human Services (HHS)

Peter Dougherty, Director, Office of Homeless Veterans Programs, U.S. Department of Veterans Affairs (VA)  
Charles Ciccolella, Deputy Assistant Secretary for Veterans Employment and Training Services, U.S. Department of Labor (DOL)  
Cheri Nolan, Deputy Assistant Attorney General, Office of Justice Programs, U.S. Department of Justice (DOJ)  
Philip Mangano, Executive Director, U.S. Interagency Council on Homelessness (ICH)  
Moderator: Lawrence Bartlett, Director, Health Systems Research, Inc. (HSR)

- **Discharge Planning: Getting Mainstream Systems to the Table** [Big Pine Key – 2<sup>nd</sup> Floor]

Presenters: Mary Ellen Hombs, Deputy Director  
Interagency Council on Homelessness  
Mark Trotz, Director of Housing and Urban Health  
San Francisco Department of Public Health

- **Employment Programs** [Conch Key – 2<sup>nd</sup> Floor]

Presenters: Brian Kennedy, Deputy National Director, Office of Job Corps  
U.S. Department of Labor  
Randy Cooper, Office of Disability Employment Policy  
U.S. Department of Labor

- **Expediting Eligibility Determinations** [Pigeon Key – 2<sup>nd</sup> Floor]

Presenters: Yvonne Perret, Executive Director  
Advocacy and Training Center  
Jeremy Rosen, Staff Attorney  
National Law Center on Homelessness and Poverty

- **Medicaid Services** [Grassy Key – 2<sup>nd</sup> Floor]

Presenters: Patricia Post, Policy Analyst and Communications Manager  
National Healthcare for the Homeless Council

- **The Use of Block Grants and Competitive Funding Mechanisms to Increase Access to Mainstream Services** [Boca Chica Key – 2<sup>nd</sup> Floor]

Presenter: Joan Disare, Coordinator of Housing and Homeless Services  
New York State Office of Alcoholism and Substance Abuse Services  
Marsha Werner, Administration for Children and Families  
Betsey Cooke, President and CEO of Health Choice Network  
Mikiko D. Stebbing, Public Health Advisor, Division of State and Community Systems Development

- **Using the Continuum of Care to Further Chronic Homelessness and Permanent Housing Initiatives** [Cove Ballroom – 2<sup>nd</sup> Floor]

Presenters: John L. Perry, Director, Office of Community Planning and Development  
U.S. Department of Housing and Urban Development

3:00 p.m. **Break**

3:15 p.m. **State Team Session Two: Report Out, Identifying Resource Needs, and Setting Priorities/Goals**

- **Report Out from Breakout Sessions**
- **Identify Resource Needs**
  - ◆ Review biographies of resource persons
  - ◆ Identify four or five to attend one of the State Team sessions
- **Priority/Goal Setting - Identify:**
  - ◆ Gaps between the Team's vision statement and the current reality
  - ◆ Areas to focus energy and limited resources
  - ◆ Basis for planning, policymaking, and setting performance standards

5:30 p.m. **Reception** **[By Poolside]**

6:30 p.m. **Dinner (on your own)**

**Wednesday, December 10, 2003**

7:00 a.m. **Continental Breakfast** **[Ballroom I and II - Lobby]**

8:00 a.m. **Overview of the Day**

8:15 a.m. **Plenary Session Two: Addressing Chronic Homelessness**

**The Dynamics of Homelessness, and the Impact of Supportive Housing on Services Use and Costs**

- Presenter: Carol Wilkins, Director, Intergovernmental Policy Corporation for Supportive Housing

**What Works: Prevention Strategies**

- Presenter: Deborah Dennis, Vice President for Technical Assistance Policy Research Associates, Inc.

**What Works: Housing Strategies**

- Presenter: Ann O'Hara, Associate Director Technical Assistance Collaborative

**What Works: System Change Strategies**

- Presenter: David Wertheimer, Principal Kelly Point Partners

9:45 a.m. **State Team Session Three: Completing Priority Setting and Developing Strategies**

- **Complete Priority Setting**
  - ◆ Gaps between the Team's vision statement and the current reality
  - ◆ Areas to focus energy and limited resources
  - ◆ Basis for planning, policymaking, and setting performance standards

- **Develop Realistic Strategies/Tactical Plans**
  - ◆ Broad-ranging tactics requiring statewide or cross-agency efforts
  - ◆ Usually involves the combination of several courses of action
  - ◆ Should be directly related to Team’s goals and priorities
  - ◆ Includes identifying technical assistance needs

12:15 p.m. **Lunch (on your own)**

1:15 p.m. **State Team Session Four: Completing Strategies and Identifying Action Steps**

- **Complete Strategies/Tactical Plans**
  - ◆ Broad-ranging tactics requiring statewide or cross-agency efforts
  - ◆ Usually involves the combination of several courses of action
  - ◆ Should be directly related to Team’s goals and priorities
  - ◆ Includes identifying technical assistance needs
- **Identify Action Steps**
  - ◆ Specific activities to be undertaken based on strategies
  - ◆ Required action from specific individual or entities
  - ◆ Considerations:
    - Who is responsible for coordinating each action?
    - Who is responsible for completing each action?
    - What resources are required?
    - What is the timeline?
    - Who will be affected?

5:30 p.m. **Adjourn**

**Assignment:** Each State Team should prepare to share with the other Teams their action planning to-date – including their written vision statement, reality assessment, and goals/priorities at tomorrow morning’s plenary session. Each Team should also identify what they anticipate their technical assistance needs to be. Results should be recorded on newsprint and posted in the main conference area.

**Thursday, December 11, 2003**

7:00 a.m. **Continental Breakfast** **[Ballroom I and II - Lobby]**

8:00 a.m. **Overview of the Day**

8:15 a.m. **Exchange of Ideas Among State Team Members and Faculty**

9:00 a.m. **State Team Session Five: Completing Action Steps**

- **Complete Action Steps**
  - ◆ Specific activities to be undertaken based on strategies
  - ◆ Required action from specific individuals or entities
  - ◆ Considerations

12:00 p.m. **Lunch (on your own)**

1:00 p.m. **State Team Session Six: Identifying Technical Assistance (TA) Needs and Next Steps**

- **TA Needs – Identify:**
  - ◆ The nature of issue(s) or the problem(s) for which TA is needed
  - ◆ The type(s) of assistance required
  - ◆ Anticipated long- or short-term goals of the TA
  
- **Next Steps – Identify:**
  - ◆ Follow-up activities for Policy Academy
  - ◆ Next Team meeting date
  - ◆ Timeline and process for revision and submission of action plan

2:15 p.m. **State Team Report-Outs with Faculty Feedback** [Ballroom I and II - Lobby]  
**(5 min each)**

- **Teams Outline:**
  - ◆ Key priorities and action steps included in their Action Plans
  - ◆ Technical assistance needs
  - ◆ Follow-up and next steps

3:15 p.m. **Wrap-up and Review of Next Steps**

3:30 p.m. **Adjourn**

# **Improving Access to Mainstream Services for People Experiencing Chronic Homelessness**

Sponsored by:

**U.S. Department of Health and Human Services**

Administration for Children and Families  
The Centers for Medicare and Medicaid Services  
(formerly the Health Care Financing Administration)  
Health Resources and Services Administration  
Office of the Assistant Secretary for Planning and Evaluation  
Substance Abuse and Mental Health Services Administration

**U.S. Department of Housing and Urban Development**

Office of Community Planning and Development  
Office of Special Needs Assistance Programs

**U.S. Department of Veterans Affairs**

Homeless Veterans Programs, Office of Public and Intergovernmental Affairs  
Health Care for Homeless Veterans, Veterans Health Administration

**U.S. Department of Labor**

Employment and Training Administration  
Veterans Employment and Training Service  
Office of Disability and Employment Policy  
Center for Faith-Based and Community Initiatives

In partnership with:

U.S. Interagency Council on Homelessness  
American Public Human Services Association  
Association of State and Territorial Health Officials  
National Association of Alcohol and Substance Abuse Directors  
National Association of County and City Health Program Directors  
National Association of State Mental Health Program Directors  
National Conference of State Legislatures  
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