

# Reaching Home: Missoula's 10-Year Plan to End Homelessness

## Update Highlights, May 11, 2021

- The **Missoula Coordinated Entry System (MCES)**, the centralized system launched in 2017 to streamline access to housing resources, now has **38 agencies** in Missoula signed on as a “partner agency” and/or “access points” to the system.
- Over **90 individuals have been fully trained** in MCES processes and systems and are fully equipped to support community members seeking resources.
- **Missoula Housing Authority's new Cornerstone property** successfully opened at the end of 2020. **11 out of 12** of the Section 8 units are successfully leased primarily to neighbors involved in the FUSE (Frequent Users of Systems Engagement) and/or Veteran's programs.
- MCES hosted our **Continuous Improvement Workshop on April 20-21, 2021** with **49 representatives in attendance from over 20 different agencies**. The event focused on visioning for the future of MCES, addressing current challenges, and listening to feedback from lived experts who have experience moving through our homelessness system.
- Reaching Home began conducting **listening sessions with lived experts** in the community to better understand the challenges in our homelessness and housing system and create opportunities to integrate lived experts more holistically in solution generation.
- The **YWCA opened a brand-new shelter facility** in partnership with Missoula Interfaith Collaborative's Family Promise Program that significantly expands support for families who are houseless and those impacted by domestic violence. The 30,000-square-foot building has 38 private sleeping rooms, 178 beds, 50 bathrooms, shared living and dining areas, outdoor youth play spaces, health care and legal clinics, and offices for supportive services.
- The **Centralized Housing Solutions Fund (CHSF) has supported 62 households** to date. The CHSF is intended to provide one-touch gap funding to divert households from the houselessness system and connect them to a housing solution.
- The **At-Risk Housing Coalition and The Poverello Center** jointly **received the Community Recovery and Resilience Grant** from the St. Joseph's Community Foundation in December 2020, which is focused on strengthening data processes through the homelessness and housing system. Efforts related to the grant are underway.
- **Weekly Case Conferencing meetings**, attended by direct care staff to discuss and address needs for individuals entering MCES, increased in attendance and now have over **20 representatives** from various agencies across Missoula. These staff review the By-Name-List, an identified list of the individuals in Missoula experiencing homeless, and plan case coordination for each person individually.
- The Poverello Center successfully operated the Johnson St. Community Center **Emergency Winter Shelter from November 2020 through April 2021, serving a total of 509 unique individuals**. On its busiest night, Johnson St provided shelter for 137 people.
- The **Non-Congregate Shelter** operated by Missoula City-County Health Department has served a total of over **280 unique individuals** to date. The program has also helped place 10 unique individuals into permanent housing.
- **The Temporary Safe Outdoor Space**, operated by Hope Rescue Mission with logistical support from Missoula County and United Way, has successfully supported **53 total residents**, connecting them to regular case management and other critical services, and many residents have secured permanent housing, employment and necessary identification and other documents.

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