OVERVIEW

Heading Home utilizes a collective impact model[1] for maximizing local services aimed at making experiences of homelessness rare, short-lived and non-recurring. It has implemented such a system and model among existing service provision in Albuquerque (Albuquerque Heading Home), supplementing gaps where needed and serving as the main backbone organization in the collaboration. It is poised to be implemented statewide as a successful strategy in addressing homelessness and related issues such as mental health and incarceration.

Independent research has proven that the methodology used by Heading Home and its partners is cost-effective and achieves better outcomes for clients served.[2] As a result, homelessness is being reduced in Albuquerque, especially among the most vulnerable people—which includes medical and mental health vulnerabilities.

REPLICATION OPPORTUNITIES

This systemic model can be replicated. It requires that locally existing service providers form shared metrics, streamline services and target resources to those most needy (not first-come, first-served). Success requires that there be sufficient:

- Housing dollars (vouchers)
- Case management
- Ongoing facilitation of partner agency work and collaboration
- Ongoing data gathering and research

<u>Planning Team</u>

- Members (suggested organization):
  - Housing Staff (Supportive Housing Coalition of NM)
  - Medical Staff (Project E.C.H.O.)
  - Behavioral Health Staff (COAST, AHCH, CIT psych consultant)
  - Police Perspective (CABQ Crisis Outreach)
  - Government Perspective (DFCS, CABQ)
  - Business Perspective (Downtown Action Team)
  - Backbone Organization (Heading Home)

[1] "Collective Impact," Kania and Kramer, Stanford Social Innovation Review, Winter 2011.

[2] "City of Albuquerque Heading Home Cost Study," Guerin and Tonigan, Univeristy of New Mexico Institute for Social Research, September 2013.

Planning Team , *cont.*

- Year One
  - Identifies key stages for implementation[3]
  - Identifies Tactical Team
  - Identifies how vulnerability is to be defined by local stakeholders (e.g. using NMCEH coordinated assessment)
  - Plans details for start-up implementation

Heading Home

- Initially (following conclusion of Planning Team work)
  - Sends advance staff to identify with local partners who are the key and critical local partners
  - Schedules a meeting, with those stakeholders, for the Tactical Team to present model

Tactical Team

- Visits cities for a launch meeting to engage partners on the ground.
- Team is subsequently utilized as high-level technical assistance.
- Members:
  - To be identified by Planning Team

Heading Home

- Follow Up to Local Launch Meetings
  - Provides localities with policies and procedures, training manuals and other necessary templates and print materials
  - Hires local Deputy Director to lead the local collaboration
  - Deputy Director works with the forming partnership to further plan local implementation and to boost political and communal will
- Ongoing
  - Manages MOU's and localized sub-contracts for service delivery
  - Provides branding and marketing
  - Provides ongoing data mining and public awareness building
  - Provides technical assistance
  - Assures fidelity to the model
  - Helps locals to establish supplemental direct services

NOTE:

Year One, besides planning and tactical team activity, would include immediate ramp up in Albuquerque. This is possible because it would build upon present infrastructure.

[3] Preliminary research available includes "Albuquerque Heading Home Initiative: Lessons Learned From the First Two Years," Gooding and Tellez-Humble, PNM Resources, October 2012; "National Evaluation of SAMHSA's Homeless Programs: Cooperative Agreements to Benefit Homeless Individuals (CABHI), Albuquerque Heading Home, Albuquerque, NM," Substance Abuse and Mental Health Services Administration, draft form available.