

Strategies to Address the Surge in Unhoused Populations



MAY 2024

About Carahsoft

Carahsoft Technology Corp. is a trusted government IT solutions provider, delivering software and support solutions to Federal, State, Local, and Education customers. Carahsoft maintains dedicated teams to support sales and marketing for all of its vendors.

Specialized Government teams focused on:

- Cloud Computing Solutions
- Grants Management Solutions
- License, Permitting, and Inspections
- Analytics Solutions
- AI/ Machine Learning Solutions
- HR/Workforce Automation Solutions

Webinar Speakers



Dina Shuqom

*Director of Digital
Strategy at Salesforce*



Mark Mischak, CEM

*President, National &
International Programs
at Tidal Basin*



Russ Langford

*Chief Growth Officer at
Acuity International*



Jay Majmudar

*Vice President of
Growth & Strategy at
CoreSphere*



Keith Rigdon

*Vice President of
Humanitarian &
Emergency Response at
Acuity International*



Shailesh Gupta

*Chief Executive Officer
at CoreSphere*

Agenda

1. The Current Situation: The Time to Act is Now
2. Best Practices to Secure Funding, Planning, & Executing
3. Solution Considerations for Sites & Continuum of Support Services
4. Purpose-Built Digital Management Platforms + Demo
5. Takeaways & Perspectives + Q&A
6. Next Steps for Action



The Current Situation: The Time to Act is Now...

U.S. >

Migrant crossings along the southern border increase as officials prepare for larger spike

By Carillo Moroyan-Galvez
Updated on: March 5, 2024 / 3:13 PM EST / CBS News

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Washington Examiner

Cost of the migrant crisis: Denver hospitals buckle under volume of patients

By Benzi Chakraborty
May 1, 2024 6:02 AM



Denver Health Mobile bus sits outside Sinesee Elementary School in Denver, April 25, 2024. (Benzi Chakraborty/Washington Examiner)

The Boston Globe



How many migrants have arrived in Massachusetts? It's hard to know for sure, but they keep coming.

For nearly two consecutive years, a rising stream of migrants — many pregnant or with children by their side — have arrived in Massachusetts, fleeing violence and poverty in search of housing, food, and security. The influx has put pressure on state officials who have scrambled to support the emergency assistance shelter program, which they estimate will cost a whopping \$915 million in the next fiscal year.

CNN US Crime + Justice Energy + Environment Extreme Weather Space + Science

December migrant surge at Southern border largest in more than two decades as mayors call for action

By Priscilla Alvarez, Rosa Flores and Holly Yan, CNN
7 minute read · Updated 6:41 PM EST, Fri December 29, 2023

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Migrant crossings are spiking. See what it looks like on the southern border.

Pew Research Center

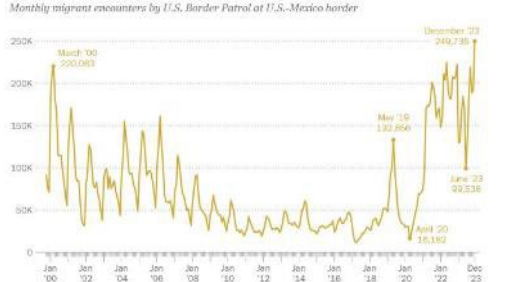
RESEARCH TOPICS ALL PUBLICATIONS METHODS SHORT READS

Home > Research Topics > Immigration & Migration > Immigration Issues > Unauthorized Immigration

Migrant encounters at the U.S.-Mexico border hit a record high at the end of 2023

BY JOHN GRANLICH
The U.S. Border Patrol had nearly 250,000 encounters with migrants crossing into the United States from Mexico in December 2023, according to government statistics. That was the highest monthly total on record, easily eclipsing the previous peak of about 224,000 encounters in May 2022.

2023 ended with more migrant encounters at U.S.-Mexico border than any month on record



Note: Beginning in March 2020, monthly totals combine apprehensions and operations. Prior to new category below are encounters. Monthly totals before March 2020 include apprehensions only. Some migrants are encountered more than once. Source: U.S. Customs and Border Protection.

Best Practices to Secure Funding, Planning, & Executing

Russ Langford & Mark Misczak



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State & Local Government: Insights on Supporting the Unhoused

Reporting data integration and the process to apply resources for participants are creating new challenges:

- Identifying, allocating, and managing funding from multiple sources
- Identifying existing shelter facilities/communities willing to participate in programs for the unhoused
- Increasing physical shelter and workforce capacity
- Tracking participants, the application of government resources, from intake through exit
- Comprehensive wrap-around/transition support that result in participant self-sustainment
- Ability to support multiple languages and culture associate with newcomers

Improving resilience through effective funding streams

Funding may be available through the Emergency Solutions Grant (ESG), and Programs via HUD, VA, HHS, FEMA and IJA and can be leveraged to free up state funding for newcomers housing needs

- **State and Local Sources**
- **Emergency Food and Shelter Program (EFSP)**
 - Provides support to organizations for their work, providing food, shelter, and services to individuals and families encountered by the U.S. Department of Homeland Security who entered through the Southern Border.
 - Leading expertise in supporting organizations, governments and communities with mass care and temporary food and shelter support during disaster response and recovery efforts nationwide
- **Infrastructure Investment and Jobs Act (IIJA)**
 - IIJA provides \$1.2 trillion in federal spending over the next five year
 - The historic investments included in the IIJA, from clean energy to broadband, significantly reframe the future of infrastructure in the U.S.

Federal Homelessness Funding: Proposed Federal Budget & FEMA Programs

The Federal Government is allocating historic levels of funding for homelessness. State and local governments have an opportunity to access new and increased sources of federal homelessness funding. FEMA is providing dedicated funding for the use of newcomers housing. Other sources from HUD, HHS, the VA and more can be leveraged alongside state funding to provide comprehensive homeless services.

FEMA Shelter and Services Program

The Shelter and Services Program (SSP) provides funds to non-federal entities that provide sheltering and other eligible services to noncitizen newcomers who have been encountered by the Department of Homeland Security and released from custody while awaiting the outcome of their immigration proceedings.

The intent is to support U.S. Customs and Border Protection in the safe, orderly, and humane release of noncitizen newcomers from short-term holding facilities.

FEMA Emergency Food and Shelter Program: Humanitarian Awards

The Emergency Food and Shelter (EFSP) National Board is awarded funds by FEMA for humanitarian relief (EFSP-H). The EFSP National Board provides support to organizations for their work providing food, shelter, and services to individuals and families encountered by the U.S. Department of Homeland Security who entered through the Southwestern Border and who are now awaiting their immigration court proceedings.

Use of Non-Governmental Organizations (NGO's) & Local Labor

- **Coordinating with various NGO efforts to support unhoused populations**
 - Trusted voices and reputations within a community
 - Lines of funding qualifications
 - Understanding of the local ordinances and labor requirements
- **Working collaboratively with NGOs to support community efforts toward maximizing funding**
 - Working collaboratively allows for competitive funding advantages and utilizing local labor, layered funding, and receiving available funding
 - Tracking time, materials, and costs on the NGO side – if matched up with federal sources – can assist with donations if tracked appropriately.
 - Working with NGOs within one data management system helps with maximizing specific solutions



Roughly 1.5 million NGOs operate in the United States currently

Solution Considerations for Sites & the Continuum of Support Services

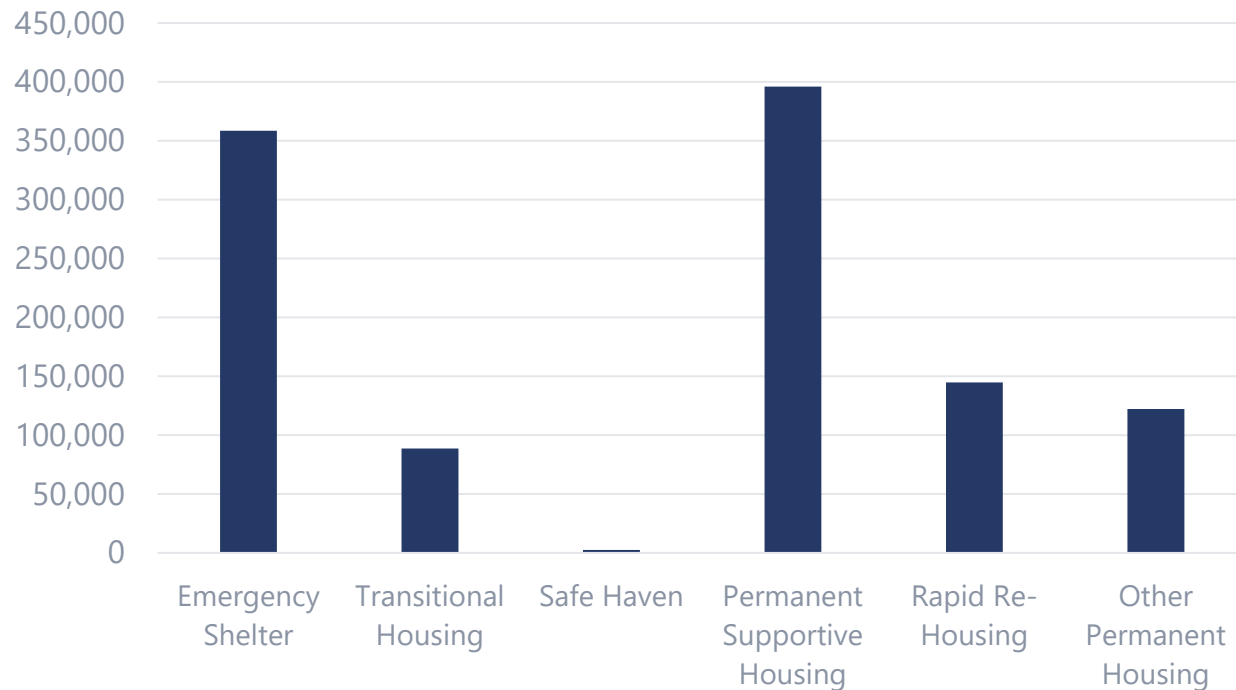
Russ Langford & Keith Rigdon



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Trends & Taxonomies

Unhoused Shelter/Bed Inventory 2023



Source: [Annual Homeless Assessment Report](#)

Housing/Shelter Options

- Emergency Shelter
- Transitional Housing
- Safe Haven
- Permanent Supportive Housing
- Rapid Re-Housing
- Other Permanent Housing

<https://endhomelessness.org/homelessness-in-america/homelessness-statistics/state-of-homelessness/#viz1684852717024>

Unhoused Population Types

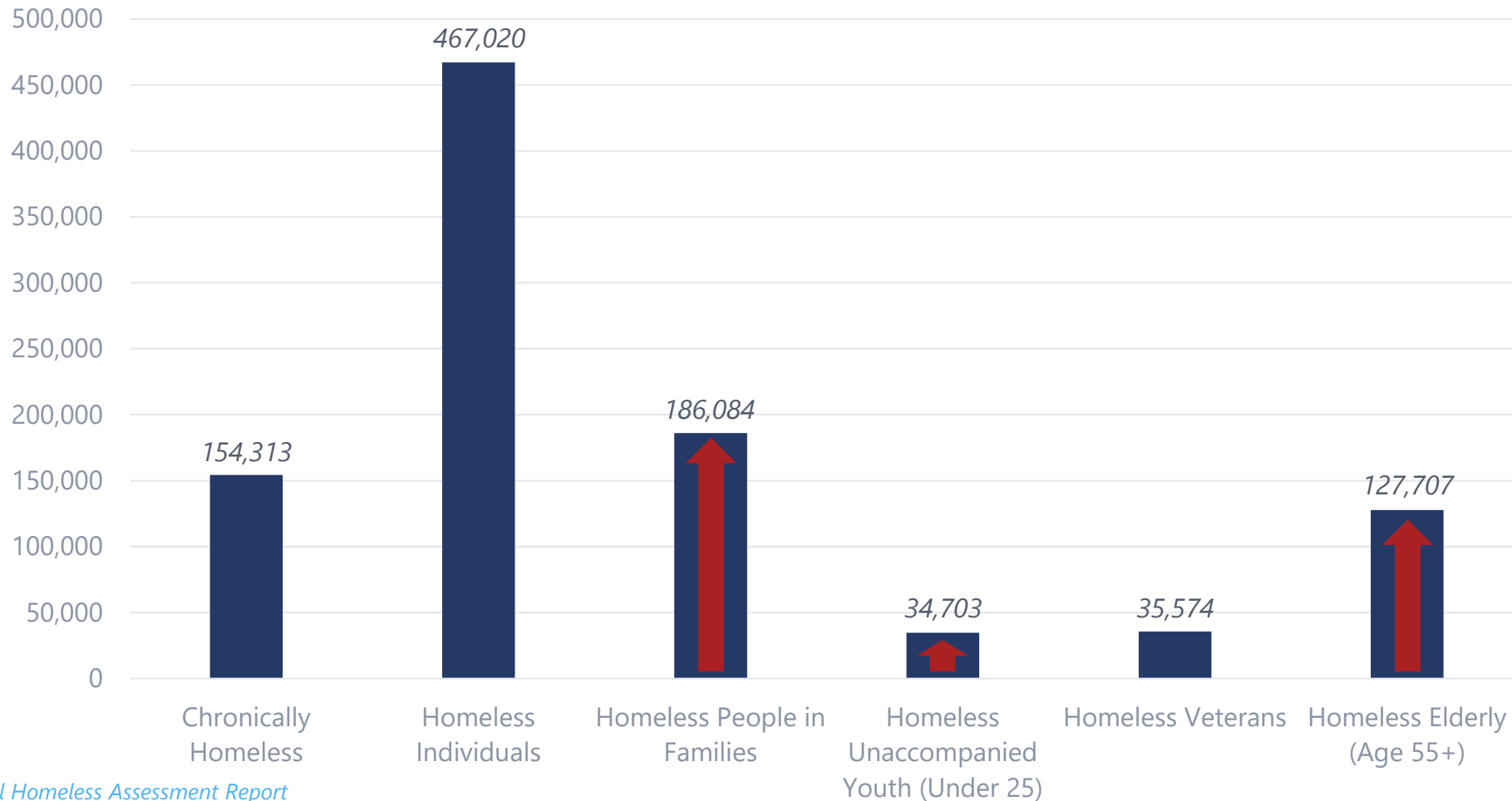
- Newcomers: Adolescents/UC's
 - Families, Individuals
- Chronically Homeless
- Adolescents under 25
- Families
- Veterans
- Elderly (Over 55)
- Refugees

We are now seeing the need to **communicate/engage** in Mandarin, Cantonese, Portuguese, Creole French in addition to Spanish (call center, outreach, case managers etc.)

"Graduating" from one housing/shelter option to another will require a **continuum of support services** for the Participant's journey to self-sustainment (Transition and/or "Wrap Around" Services)

Key Takeaway: Solution should consider the **cultural differences of the Participants** - food preferences, religious affiliations, customs, languages, etc.

Unhoused Population Types 2023



In the US, families, the elderly and young adults are rapidly increasing in terms of overall population mix

Source: [Annual Homeless Assessment Report](#)

Transitional Support Services for the Unhoused

Comprehensive, Repeatable Approach to Address the Homeless Emergency

Housing First Approach / Immediate Shelter

Assessment

Chronic Homelessness

Families with Children

Youth Homelessness

Veteran Homelessness

Newcomer Surge

Transition Support Services

Case Management, Target Interventions, Prevention Strategies, Trauma-Informed Care, Data & Monitoring

Case Creation

Assessments

Individualized
Sheltering Plan

Monitoring

Reintegration

Close Case

CM Assignments

Program
Enrollment /
Orientation /
Attestation

- Intake
- Medical & Behavioral
- Health Screening
- Bed / Housing Assignment
- Clothing / Hygiene Kit Issue

- Community Referrals
- Transportation Assistance
- Medical Referrals
- Immigration Resources
- Work Permits & Legal Assistance
- Employment Search

Submit Housing
Application

Send Invoices
for Approval

Full-Scale Care
Coordination

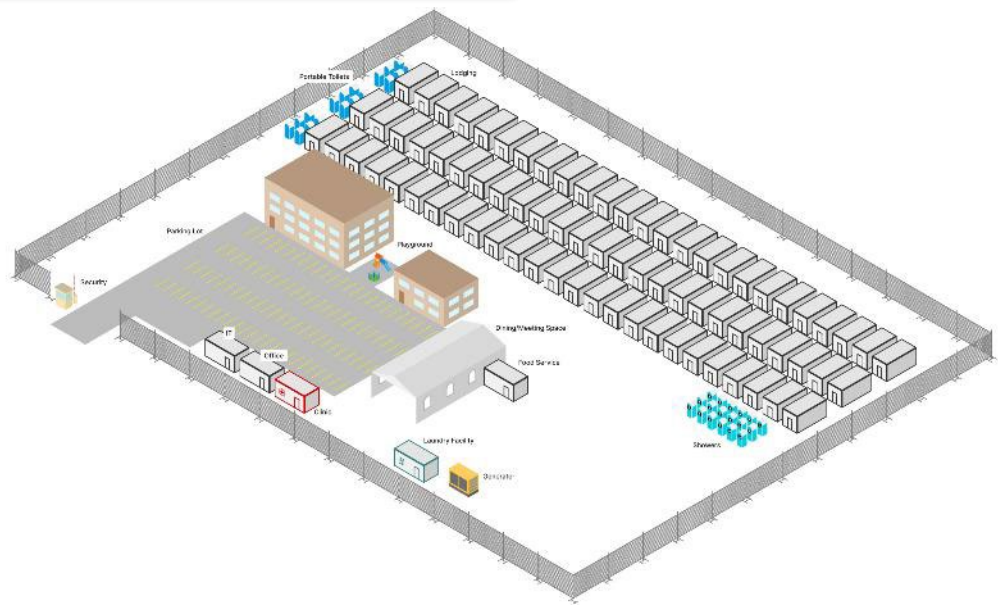
Collaboration & Partnerships

The Team will work closely with local government agencies, non-profit organizations, shelters, healthcare providers, and community groups. Collaboration ensures a coordinated effort to provide a comprehensive solution for the Unhoused

Sheltering/Wrap Around Services for the Newcomer Surge

The comprehensive services need to consider these basic elements tuned to the State or cities policy for resourcing. From a security perspective, access control is the minimum requirement but as the populations diversify, more comprehensive security is needed.

<p>Site Operations Shelter/Housing Management Services</p>	<ul style="list-style-type: none"> • Transportation • IT/Internet/Comms Services • Hygiene Services • Food/Laundry/Clothing Services/ Beds • Static & Mobile Security
<p>Wrap Around Services Healthcare & Social Services</p> <p>Trauma-Informed Care</p>	<ul style="list-style-type: none"> • Social/Behavioral Case Management • Outpatient health services (medical, mental health, substance abuse, education) • Clinical Care/Medical Services • Financial planning, legal, and education assistance • Community Referral services (work permits, job search)
<p>Program Management Services</p>	<ul style="list-style-type: none"> • Program Management • Infrastructure/Site Management • Grants Management • Multilingual Call Center – 24/7 Staffing • Technology Platform (CareSphere)  • Community Relations



*Funding might be available through HUD, IJJA, and other sources

BOSTON — Governor Maura T. Healey today declared that a state of emergency exists in Massachusetts due to rapidly rising numbers of newcomer families arriving in Massachusetts in need of shelter and services and a severe lack of shelter availability in the state. The declaration serves as a notice to the federal government and the Commonwealth that the **state’s shelter system is rapidly expanding capacity in an unsustainable manner**, and that further assistance is urgently needed. There are currently nearly 5,600 families or more than 20,000 individuals in state shelter, **including children and pregnant women.**

- Mobile/Semi-Permanent Shelter Solution
- A Rapid Response **Shelter Village**

~ 200 Participants

Lessons Learned From Past Experiences



Florida Sheltering Program
Office of Refugee Resettlement

Onboarding and Employee Management

- Validate that your employees are trained, certified, credentialed, and have completed the required background checks in accordance with the contractual requirements
- Ensure your employees provide any updates or changes to any of their personal information and / or any incidents that may occur with the legal authorities



Texas Sheltering Program
State of Texas/Office of Refugee Resettlement

Develop a Safety Management Program to prevent and reduce incidents

- Establish policies that pertain to safety and ensure your employees understand them
- Train employees on policies
- Ensure leadership / management are out inspecting the site and spot-checking operations
- Encourage and award employees for reporting unsafe situations / acts
- Recognize / reward shelters for high safety performance
- Provide reporting and refreshers throughout the year



California Sheltering Program
Office of Refugee Resettlement

Develop a comprehensive training program to ensure all employees are trained and prepared to perform their duties and able to react / deescalate any incident on the site

- Ensure leadership / management are inspecting and checking site operations
- Engage your employees to ensure they understand what is required of them
- Conduct refresher or retraining as needed to ensure your employees are proficient and capable of performing their duties

Shelter Performance Metrics to Consider

- Length of stay in shelter per population type
- Percentage of participants being referred to support services
- Percentage of participants being referred to housing resources and secure stable housing
- Bed utilization rates monitored by race, ethnicity, gender, country of origin, age and other characteristics as appropriate to track outcomes
- Ability to eliminate harm among participants (as well as to self)
- Inclusion of participants in daily activities, advisory councils, ongoing education, etc...
- Number of local workforce hired, and services provided for long-term sustainability
- Ability to provide culturally responsive services
- Manage and provide holistic case management



**Comprehensive Data
Management
System Needed**

Purpose-Built Digital Management Platforms + Demo

Jay Majmudar, Shailesh Gupta, & Zain Abideen



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Technology/Case Management Platform: CareSphere

KEY TAKEAWAY:

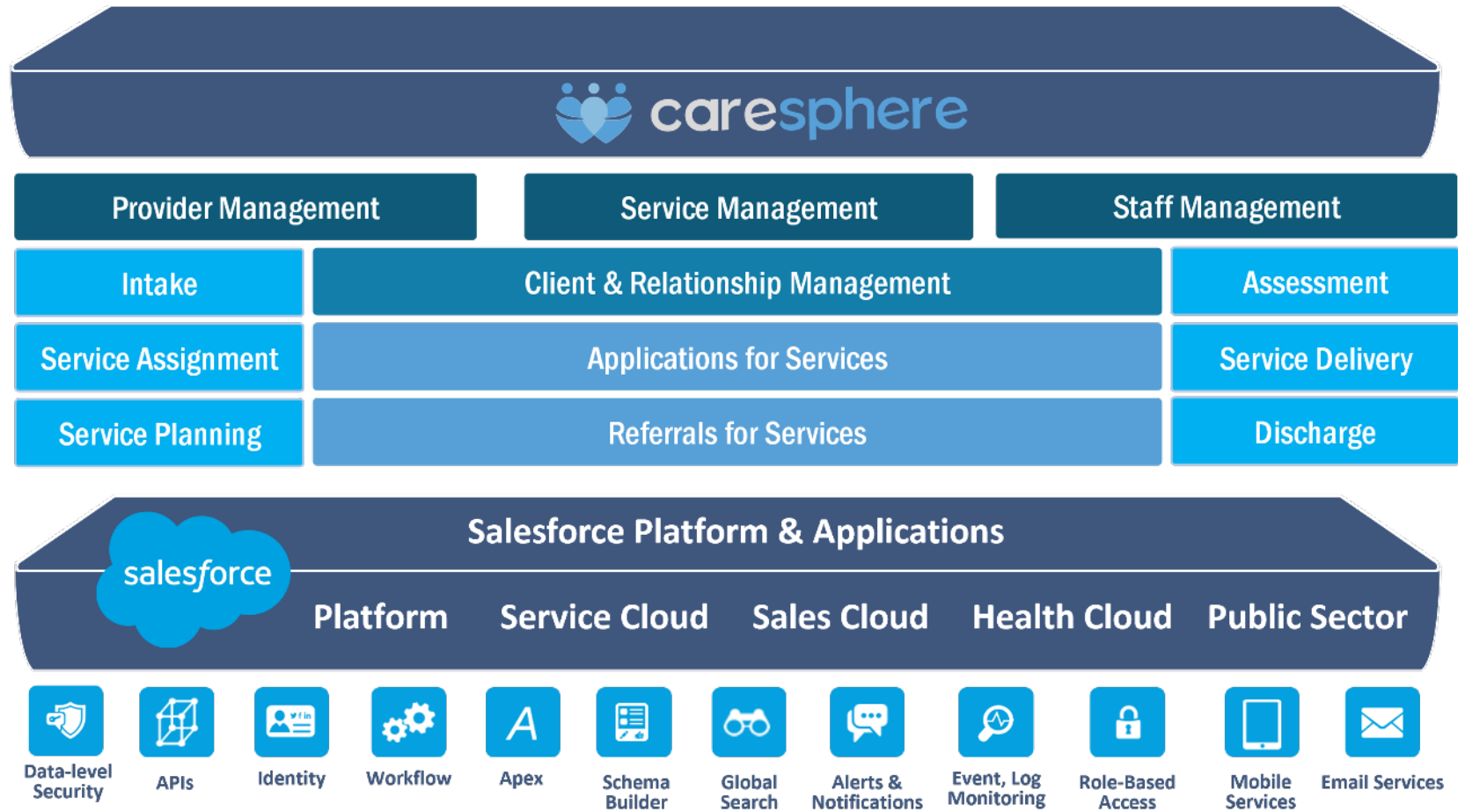
CareSphere provides automation and a 360-degree view from the initial candidate encounter through the delivery of resources per State or City/County policies



Technology Platform: CareSphere

KEY TAKEAWAY:

CareSphere Accelerator modules can jump start implementations and reduce time to market for services for Health and Human Service Organizations.



Technology Platform: DEMO

Zain Abideen



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Q&A

Takeaways & Perspectives

1. From Dina/Salesforce

- Recommend that City/County/State Leaders engage your Salesforce Account Executive. It is likely that there are existing assets/IP that can be extended for process automation, reporting, and workflow.

2. From Russ and Keith/Acuity International

- Refurbishing brick & mortar buildings and providing mobile shelters will most likely be the most effective approach (politically and aligned to available funding)
- Comprehensive solution should consider locally-based companies for wrap-around services/site operations (parallel objective is to create new jobs)
- There are existing contracts available for Local Governments to secure these types of solutions (i.e. [GSA BOAs](#)). These are worth exploring to create agility.

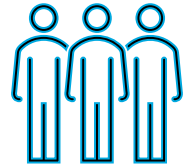
3. From Mark/Tidal Basin Consulting

- Cross Agency coordination - establish strong inter-agency coordination to maximize the impact of federal funding. This involves collaboration between housing authorities, social services agencies, emergency management offices, and immigration services (optimize funding, prevent duplication of services etc.) PMO-style governance is highly recommended

4. From Jay and Shailesh/CoreSphere

- Your solution platform should create a 360 view of the Participants' journey (intake through the delivery of resources through exit)
- Integrating automated interfaces into Participant referral agencies will expedite the intake process

Next Steps



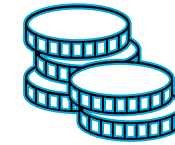
Collaborative Workshop

Virtual or in-person with key stakeholders discussing your cities/counties challenges



Deep Dive Platform Demonstration

To relate your current investment in Salesforce to address the homeless challenge



Discussion on Available Funding

That could be applied to your strategies

Team POC's for Follow up Discussions

Michael Tantillo

Sr. BDR :: **Acuity International**

815.721.4786

michael.tantillo@acuityinternational.com

Jason Bates

Partner Sales Manager :: **Salesforce**

714.269.3030

jason.bates@salesforce.com

Sohrab Zibaii

BD Manager/SLED :: **CoreSphere**

619. 214.0218

sohrab.zibaii@coresphere.com

Will Sanchez

Account Representative :: **Carahsoft**

571.662.3438

william.sanchez@carahsoft.com

Thank You!

Supporting Materials

Trauma-Informed Care

- Trauma-informed care acknowledges the need to understand a participant's life experiences to deliver effective care and has the potential to improve participant engagement, adherence, health outcomes, as well as provider and staff wellness.
- Shelter leadership and workforce must understand the wide impact of trauma on its participants and workforce and make it a part of its organizational culture.
- Shelter staff members must be trained to recognize and respond to the signs and symptoms of trauma in its participants as well as with their workforce.
- Policies, procedures, and practices should integrate knowledge about trauma and its impact, support client choice and control, and create physical and emotional safety.



Newcomer Engagement & Services Support Program Journey

Delivered by Certified, Multilingual Case Managers – Aligned to State of MA Immigration Assistance Services (IAS)



HUD Formula Program Allocations FY 2023



	CDBG	RHP	HOME	ESG	HOPWA	HTF
Commonwealth of Massachusetts	\$33,898,476	\$1,067,194	\$11,663,456	\$4,908,143	\$385,147	\$8,664,497

- **Community Development Block Grant (CDBG):** CDBG provides funding to local governments for a wide range of community development activities, including affordable housing, infrastructure improvements, and economic development projects.
- **Recovery Housing Program:** The Recovery Housing Program provides grants to support the development and operation of transitional and permanent housing for individuals recovering from substance use disorders. These housing programs offer a stable and supportive environment for individuals in recovery.
- **HOME Investment Partnerships Program (HOME):** HOME grants assist state and local governments in expanding the supply of affordable housing for low-income individuals and families through construction, rehabilitation, and rental assistance programs.
- **Emergency Solutions Grants (ESG):** ESG funds are used to prevent and address homelessness by supporting emergency shelter operations, homeless prevention, and rapid rehousing programs.
- **Housing Opportunities for Persons With AIDS (HOPWA):** HOPWA grants provide housing assistance and supportive services to individuals and families living with HIV/AIDS to enhance their housing stability and access to care.
- **National Housing Trust Fund (HTF):** The National Housing Trust Fund provides funding to states to support the development, preservation, and operation of affordable rental housing for extremely low-income households. The NHTF aims to increase the supply of affordable rental units across the United States.

Additional HUD Funding for Homeless Services

Continuum of Care (CoC)

Designed to promote a community-wide commitment to the goal of ending homelessness; to quickly re-house homeless individuals, families, persons fleeing domestic violence, and youth while minimizing the trauma and dislocation caused by homelessness; to promote access to and effective utilization of mainstream programs by homeless; and to optimize self-sufficiency among those experiencing homelessness.

Awarded through a competitive/NOFO process. Award Ceiling \$15M. 2023 Application Closing Date: September 28, 2023

Special CoC: Unsheltered Homelessness and Rural Set Asides

In 2022, HUD released a special CoC NOFO. The purpose of this Special NOFO to Address Unsheltered and Rural Homelessness (Special NOFO) is to target efforts to reduce unsheltered homelessness, particularly in communities with very high levels of unsheltered homelessness and homelessness in rural areas. Through this Special NOFO, HUD will award funding to communities to implement coordinated approaches -- grounded in Housing First and public health principles -- to reduce the prevalence of unsheltered homelessness, and improve services engagement, health outcomes, and housing stability among highly vulnerable unsheltered individuals and families.

Veterans Affairs Supporting Housing (VASH)

HUD-VASH combines HUD Housing Choice Voucher (HCV) rental assistance for homeless Veterans and their families with case management and clinical services provided by the VA at its medical centers (VAMC) and community-based outpatient clinics (CBOCs) or by VA contractors or VA designated entities. The VA facility refers all eligible HUD-VASH families to the Public Housing Agency (PHA).

PHAs submit a Registration of Interest (ROI). Based on a relative need formula, registered PHAs will receive invitation to apply for vouchers. ROI closing date: September 15, 2023

Infrastructure Investment & Jobs Act

Leveraging infrastructure funding for preserving and increasing supply of affordable housing and supporting low-income households:

- \$100 million annually through FY 2025 in supplemental funding for the **Low-Income Home Energy Assistance Program (LIHEAP)**, which helps low-income households pay for heating and cooling costs. The supplemental LIHEAP funding will be administered through the Department of Health and Human Services (HHS) via its regular formula
- Two new uses eligible for **Private Activity Bonds (PABs)**: broadband and carbon dioxide capture projects. Both would be 75% exempt from volume cap, with 25% of the project costs counting towards a state's volume cap.
- \$42.45B for the **Broadband Equity, Access, and Deployment Program**. States may use these funds to competitively award sub-grants for unserved and underserved locations with little to no access to broadband. Funds will be available to eligible institutions such as public housing and community organizations and can be used for multifamily residential buildings, with a preference for those housing families below 150% of the poverty line.
MA to receive \$147 million in BEAD funding.
- \$3.5B for **Weatherization Assistance Program**. This program reduces energy costs for low-income households, particularly those that are elderly or handicapped, by increasing the energy efficiency of their homes, while ensuring their health and safety.
- \$100M per year from FY2022 to 2026 to reduce lead in drinking water. IJJA would expand the **Safe Drinking Water Act** to help replace lead service lines, with priority for disadvantaged communities, low-income homeowners, and landlords or property owners providing housing to low-income renters.

American Rescue Plan Act

The American Rescue Plan Act delivered one of the largest investments in ending homelessness in U.S. history. The legislation included billions of dollars to house people currently experiencing homelessness and keep those in need housed amid the COVID-19 pandemic, HUD deployed:

- \$5 billion for emergency housing vouchers for individuals who are experiencing homelessness or at risk of homelessness.
- \$5 billion for the HOME Investment Partnerships Program to help create housing and services for people experiencing or at risk of homelessness.
- \$750 million for assistance for Native Americans and Native Hawaiians, helping reduce housing-related health risks during the pandemic.
- \$100 million to help people in rural communities keep their homes during the pandemic.
- \$100 million for grants to housing counseling providers to provide services to households facing housing instability.
- \$20 million to investigate fair housing complaints, strengthen enforcement, and assist those who believe they have been victims of housing discrimination.



Additionally, the **State and Local Fiscal Recovery Fund** is a flexible funding source, allowing states and local governments to build and preserve affordable housing, and provide essential government services, such as homelessness assistance. Many governments have used these funds to expand the number of beds in shelters and support services and create new programs to address homelessness.

What are ESG Funds?

Mass.gov Search Mass.gov

Home > Health & Social Services > Affordable Housing > Emergency Housing Assistance Programs

OFFERED BY Executive Office of Housing and Livable Communities

Emergency Solutions Grant Program (ESG)

Emergency Solutions Grant Program (ESG)

The Emergency Solutions Grant assists homeless households and households at risk of homelessness by supporting the services necessary to help them quickly regain stable housing after experiencing a housing crisis and/or homelessness.

The [Homeless Emergency Assistance and Rapid Transition to Housing Act of 2009 \(HEARTH Act\)](#) amended the [McKinney-Vento Homeless Assistance Act](#), with major revisions to what is now titled the Emergency Solutions Grant (ESG) program. The Emergency Solutions Grant assists homeless households and households at risk of homelessness by supporting the services necessary to help them quickly regain stable housing after experiencing a housing crisis and/or homelessness.

Any person or family in need of emergency shelter is potentially eligible for ESG funded shelter services.

ESG funding is allocated to EOHL on an annual basis. Therefore, the services provided may change each year. Currently, EOHL funds ESG services under the following components:

- Street Outreach
- Rapid Re-housing

If you or someone you know is facing a crisis, these programs may be able to help. You can access a list of resources at the bottom of this page.

Organization	Program	Contact information
Boston, MA	ESG	Point of Contact Thomas Lane Assistant Director for Supportive Housing Mayor's Office of Housing 12 Channel Street Boston, MA 02210 617-635-0498 thomas.lane@boston.gov
Cambridge, MA	ESG	Point of Contact Robert Keller Associate Planner Community Development Department 344 Broadway Cambridge, MA 02139 617-349-4602 rkeller@cambridgema.gov
Fall River, MA	ESG	Point of Contact Michael Dion Executive Director Community Development 1 Government Center Fall River, MA 02722 508-679-0131 mdion@fallriverma.org
Lawrence, MA	ESG	Point of Contact Vilma Martinez-Dominguez Community Development Director Office of Planning & Development 225 Essex Street, 3rd floor Lawrence, MA 01840 978-620-3526 vmartinezdominguez@cityoflawrence.com
Lowell, MA	ESG	Point of Contact Christopher Samaras Director of Community Development Department of Planning and Development 50 Arcand Drive Lowell, MA 01852 978-674-1429 csamaras@lowellma.gov
Lynn, MA	ESG	Point of Contact Donald Walker Director of Project Operations Office of Economic and Community Development 3 City Hall Square Lynn, MA 01901 781-586-6778 dwalker@lynnma.gov