



# Building a Stronger Kentucky

2016 KENTUCKY AFFORDABLE HOUSING CONFERENCE

PRESENTED BY



**Homeless & Housing  
Coalition of Kentucky**



# Building a Stronger Kentucky

2016 KENTUCKY AFFORDABLE HOUSING CONFERENCE

## BENHAM \$AVES

# BENHAM \$AVES

- The Benham \$aves program is offered by the Benham Power Board to residential utility customers in Benham, KY.
- A collaborative and community effort.
- Partners: Benham Power Board, Kentuckians for Commonwealth, Mountain Association for Community Economic Development (MACED), Appalshop, and COAP, Inc.

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# BENHAM \$AVES

- Purpose: To finance and complete weatherization retrofits for the homes in Benham, KY.
- Goals: Create Jobs, Increase Comfort, Improve Home Values.

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# BENHAM \$AVES

- Reasoning for Benham \$aves:
  - The housing stock in Benham, KY is documented as some of the oldest in KY.
  - In 2006, Benham resident's average household consumption was 50% higher than the closest utility in the state.

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# BENHAM \$AVES

- Benham \$aves is an on-bill financing program.
- The concept of on-bill financing came from the House\$martKY program developed by MACED.
- With MACED's help, Benham \$aves was able to mirror their on-bill financing program.

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# BENHAM \$AVES

- The Benham Power Board is a municipally owned power supplier. No Public Service Commission involvement was needed because of the ownership structure.
- The Power Board sets the criteria for eligibility, screens applicants, and authorizes work to proceed based on the funds available.

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# BENHAM \$AVES

- Thanks to generous grants from the Blue Moon Fund and the Central Appalachian Network, we were able to get legal organizational work completed, promotional materials made, and enough money to complete 4 weatherization jobs.

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# BENHAM \$AVES

- Before Benham \$aves was an official program, there was a pilot project funded by MACED.
- Lacey Griffey's house was selected for the pilot project because her usage was the highest in Benham.
- Lacey Griffey's home was built in the early 1900's and was used as a school house. It was later moved and turned into a single family dwelling.
- As you can guess, the insulation level was non-existent in the rafter area and in the floor area.
- The HVAC system was heating more of the floor area than the living area.
- The water heater was installed in the early 80's and was located in an unconditioned building 50' away from the home.

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# BENHAM \$AVES

- MACED performed an energy audit and developed a plan for the repairs.
- COAP was brought in as contractor.
- The plan called for increased insulation in the rafter area and floor area.
- Replace the water heater with a hybrid, heat pump water heater and relocate the water heater into the house.
- Replace ducts system and rework the HVAC system. Rewire and upgrade the electrical service.
- Air Seal inside the home – around doors, windows, and ceiling area.

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# BENHAM \$AVES



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# BENHAM \$AVES



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# BENHAM \$AVES

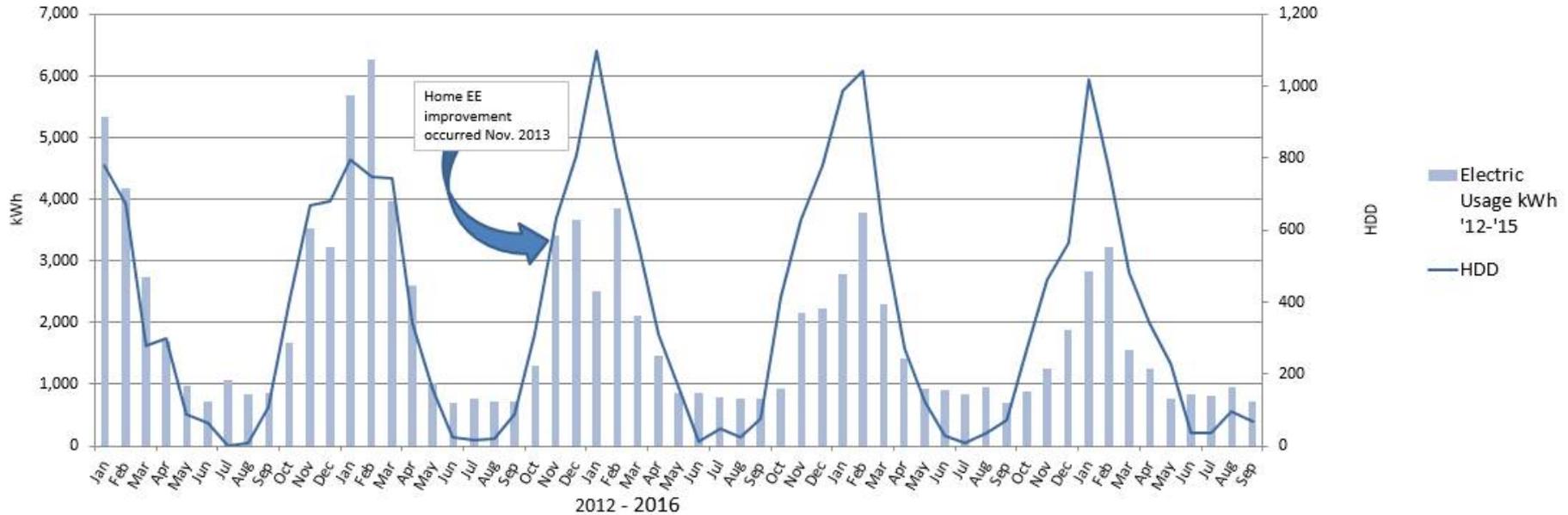
- After the work was completed, we were able to get very close to the goals set by MACED's energy audit.
- MACED monitored Lacey's use for a year.
- Lacey Griffey saved \$1000.00 on her utility bill 1 year after the energy efficient repairs were done on her home. Lacey Griffey's house's energy use has been consistent since the repair, still saving \$1000 a year.

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# BENHAM \$AVES

Lacey's Home  
Usage Vs. Heating Degree Days



# BENHAM \$AVES

- Since the Griffey job, COAP has done two more Benham \$aves jobs.
- We were able to more than meet our goals on each job.
- Both clients are now seeing significant reductions in their electric utility bill each month, even during the summer.
- We will continue to monitor all jobs done through the Benham \$ave program to see a more complete savings picture.
- We are now in the process of selecting two more homes for the Benham \$aves program.

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# BENHAM \$AVES

- The program is still seeking out ways of funding the repairs.
- COAP is actively searching with the other partners for funding opportunities for the repair fund.
- To see a video produced by Apalshop about Benham \$aves, go to [www.coapinc.org](http://www.coapinc.org). Located on the pictures and videos tab.

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Single Point of  
Entry/Common Assessment

# Single Point of Entry

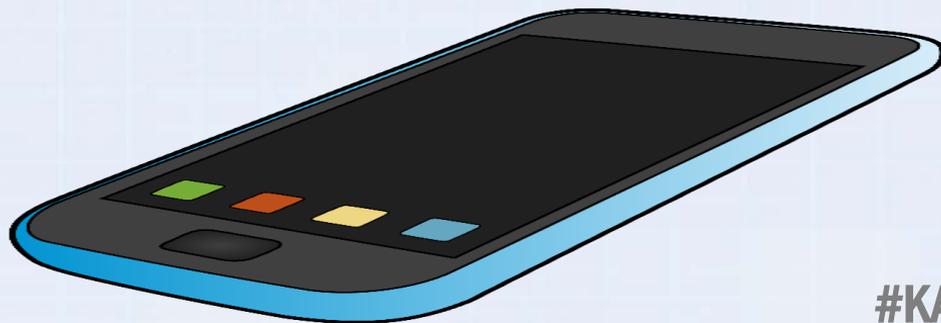
- A process where those needing a shelter bed can make a reservation for the night.
- A single call-in/walk-in center for all shelters.



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# Single Point of Entry

- Phones are open from 10:00 – 2:00 seven days a week.
- Walk-ins are welcome five days a week from 10:00 – 1:30.



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# Common Assessment

- Outreach based approach for connecting homeless persons to Permanent Supportive Housing.
- Outreach Team comprised of project coordinator, outreach workers, managers, and peer support specialists.
- Accessible through Single Point of Entry, shelters, day centers, street outreach, health center, etc.



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# Common Assessment Team



# Choosing Our Process

- Created a task force consisting of
  - Emergency shelter representatives
  - The Common Assessment Coordinator
  - The CoC lead
  - The Outreach Team
  - A representative from Louisville Metro



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# Choosing Our Process



- Created 3 different models.
- Brought the CoC community together.
- The CoC community tweaked and chose the model to be used.

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# Getting Started



- Single Point of Entry began May 2013; all shelters on board by July 2013.
  - Focused on one shelter at a time.
- Common Assessment began April 2014
  - Began referring clients to PSH in May 2014.

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# Single Point of Entry

## How It Works

A person calls in to SPE

HMIS UDEs are completed here

Singles: a bed reservation is made

Person can reserve bed from night to night

If person leaves the shelter, must go back through SPE

Families: placed on waiting list

Family shelters fill vacancies from waiting list

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# Single Point of Entry

## How It Works

- Shelters call in each morning to report the number of beds available for the night after current clients indicate whether they want to reserve their spot for the night.



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# Fill the Beds!



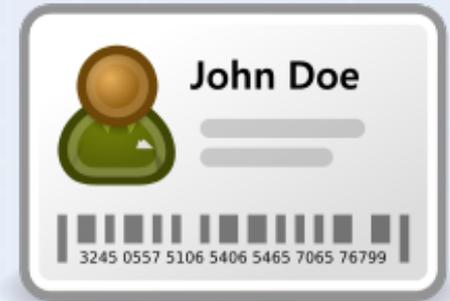
- SPE fills the available beds in the shelters.
- When no beds are available, clients are told to go to a shelter at check-in time in case there is an opening at that time.
- Shelters should NEVER leave a bed empty when there is someone asking for it!

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# Shelter Check-in Cards

- Shelter check-in cards contain the person's name, date of birth, a picture, their HMIS number and a bar code that will open their HMIS record.
- Cards are made for all  
who come to the SPE office.



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# Shelter Check-in Cards

- Without having the word homeless on the card, those working in the system recognize them as indicating that the person has an HMIS record.

Provides an easy way to enter a person's HMIS record to verify homelessness.



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# Common Assessment: How it Works



- Process with four primary elements:
  - **Identify** persons and households that are homeless.
  - **Assess** needs and vulnerabilities of the client.
  - **Prioritize** clients based on vulnerability.
  - **Refer** to Permanent Supportive Housing

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# Benefits

- Clients do not have to wonder where they will sleep.
- We know where the available beds are in the system.
- We know our unmet shelter and housing needs.
- Entry to both shelter and housing is centralized.
  - Clients do not have to go from agency to agency seeking services



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# What We Have Learned

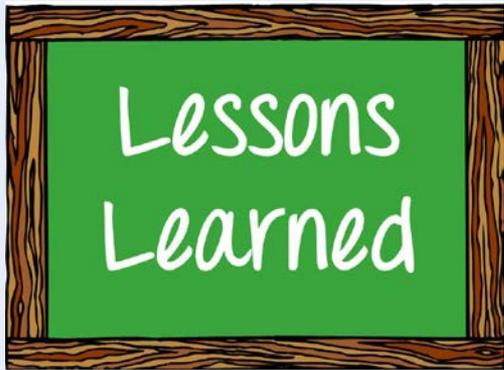


- We do not have nearly enough family shelter beds, thus the creation of the family waiting list.
- The family process works better if the shelters choose families off the waiting list.
- Clients have a wide array of housing needs beyond PSH. Common Assessment has had to identify an evolving set of resources to try to address these needs.

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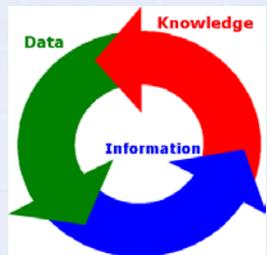
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# What We Have Learned



- Having the SPE complete the HMIS UDEs improved data quality through:
    - more consistent entries,
    - the ability to train only a few people when changes occur in the HMIS system.
- Shelter staff must continue to enter ongoing information into HMIS.

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# Why is this Project Innovative?



- More dignity
  - Clients know each morning if they have a bed and are not subjected to standing in long lines or experiencing a lottery system for a bed.
  - Clients do not have to complete endless applications for attaining PSH.
- Better data
  - HMIS accuracy has risen to 96% from 60%

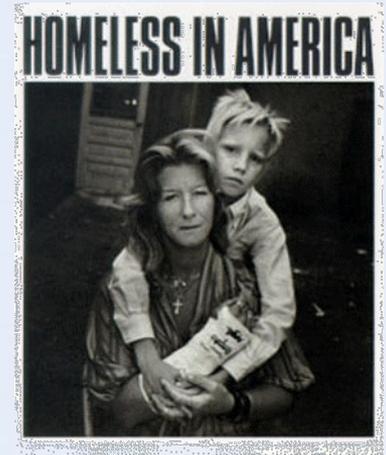
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# Why is this Project Innovative?

- Best use of facilities
  - Shelter vacancy rates have fallen to almost 0% versus up to 30% for some programs.
  - More than 420 individuals and 130 families have been permanently housed through Assessment referrals.
- Homeless prevention
  - 2,360 people have been referred to other options instead of entering the shelter system.

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# Why is this Project Innovative?



- Common Assessment provides a wide outreach net for the most vulnerable individuals to gain centralized access to PSH. – *Meet clients where they are.*
- Prioritizing the most vulnerable clients for referral to PSH sets a precedent for providing services within a Housing First structure across the community. – *Everyone is ready for housing.*

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# Why is this Project Innovative?



- All homeless persons in Louisville have the opportunity to access services and housing – not just those who happen to be at the right place at the right time, have a connection to a particular shelter or worker or have the ability to attract the attention of housing providers.

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