

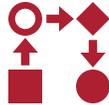
# 100-Day Challenge Lessons Learned: Authentic Youth Engagement

*“Nothing about us without us”.*

Since 2017, 44 communities of different sizes, geographies, and capacities have accepted the 100-Day Challenge to prevent and end homelessness among youth and young adults (YYA). These communities have helped identify the following emerging and best practices for ensuring YYA perspective is incorporated and valued in the process of building a homeless response system for youth.



Support the development of a **Youth Action Board (YAB)** with diverse representation from YYA with lived experiences of homelessness from across the community



Engage YYA meaningfully in **every part of the process**, including planning, policy development, implementation of ideas, community outreach, and evaluation efforts



Be open to **listening and having authentic conversations** about what is working and what is not in the current homeless response system for YYA



**Compensate YYA fairly for their time and expertise** based on a living wage and considering all costs associated with participating in meetings, which may include transportation, childcare, lost wages, phone/internet access, and more



**Help YYA build leadership skills and connect to leadership opportunities in the community**, including through the YAB, the Continuum of Care (CoC), and initiatives such as the 100-Day Challenge

**Spotlight on Hennepin County, MN - Building a Culture of Authentic Youth Engagement:** Hennepin County, MN ensured that YYA with lived experiences of homelessness were engaged throughout the 100-Day Challenge by paying special attention to their needs, schedules and obligations and meeting YYA team members where they were. The Hennepin 100-Day Challenge Team hosted their meetings at the local community college where YYA team members were taking classes to increase ease of attendance and utilized text messaging for scheduling and communication. During the 100-Day Challenge, Hennepin County worked with existing youth boards to address topics related to the juvenile justice and foster care systems and launched a Hennepin County CoC Youth Action Board to ensure YYA with lived experience had an ongoing, sustainable platform to inform local homeless and housing policies.

## Examples of authentic youth engagement from 100-Day Challenge communities include:

- The Youth Advisory Council in **Louisville, KY** created a YYA homeless resource guide, attended national conferences to represent Louisville's 100-Day Challenge efforts, raised funding for a Host Home program, and hosted an ice cream social at a local library to help connect YYA to housing and supportive services.
- YYA Team members in **Sacramento, CA** and **Miami-Dade County, FL** served as surveyors and youth ambassadors for their local Point-in-Time (PIT) Count efforts to ensure YYA experiencing homelessness were accurately identified and appropriately engaged.
- The YAB in **Suburban Cook County, IL** took leadership in developing new youth-led outreach strategies; conducting outreach and helping to identify YYA experiencing homelessness not yet connected to any service provider or system; and crafting marketing materials.
- **Jacksonville, FL** hired four YYA with lived experience to serve on a Youth and Young Adult Action Committee (YAAC), a formal committee of the CoC. Positions on the YAAC are compensated at living-wage hourly rates and are responsible for helping to increase authentic youth collaboration throughout the community.
- **West Tennessee** utilized the 100-Day Challenge as an opportunity to learn more about authentic youth engagement in rural areas and to lay the groundwork for establishing a YAB.

**Spotlight on San Bernardino County, CA - Authentic Youth Leadership:** The San Bernardino County 100-Day Challenge was “done by youth for youth”, with authentic YYA leadership and engagement at every step of the community’s process. YYA with lived experiences of homelessness were represented among all leadership positions, including as a System Leader and Team Leads. San Bernardino also launched the development of a YAB at the onset of the 100-Day Challenge. The Chair of the San Bernardino YAB was selected to serve as a 100-Day Challenge Team Lead, creating opportunities for alignment between YAB recruitment and the 100-Day Challenge process. Over the course of the 100 days, the San Bernardino YAB expanded to 22 members who were meeting on a weekly basis to help implement the local vision for preventing and ending YYA homelessness.

# 100-Day Challenge Lessons Learned: Cross-System Partnerships

*No one system can prevent or end youth homelessness alone.*

Since 2017, 44 communities of different sizes, geographies, and capacities have accepted the 100-Day Challenge to prevent and end homelessness among youth and young adults (YYA). These communities have helped identify the following emerging and best practices for cultivating cross-system partnerships to effectively identify, engage, and respond to the needs of YYA at risk of and experiencing homelessness.

## Best and Emerging Practices

<p><b>Leverage existing working relationships</b> and connections between systems to bring a new focus on YYA homelessness</p>	<p><b>Identify champions</b> within youth-serving systems to engage in ongoing efforts to prevent and end YYA homelessness</p>	<p><b>Gain buy-in</b> for cross-system work at multiple levels, including direct services staff, management, and system leaders</p>	<p><b>Create time and space</b> for conversations about existing work, desired outcomes and mutual benefits of collaboration</p>
<p>Develop a <b>shared goal</b> to help build partnerships, break down silos, and create opportunities for broader collaboration in the future</p>	<p><b>Formalize and operationalize</b> new partnerships through memoranda of understanding (MOUs)</p>	<p><b>Coordinate various types of system supports</b>, including housing, services, and mainstream benefits</p>	<p>Consider how to identify and support YYA at risk of or experiencing homelessness who <b>are not connected to any system</b></p>



## Examples of cross-systems partnerships from 100-Day Challenge communities include:

- **Baltimore, MD's** 100-Day Challenge kick-started collaboration between homeless service providers, the Department of Social Services, and the Department of Juvenile Services at both the systems leader and front-line staff levels.
- During the 100-Day Challenge, **Palm Beach, FL** fostered a lasting relationship with Compass, a local LGBTQ Center, as well as partners from the child welfare, juvenile justice, and education systems and members of the local business community. These new partners helped with outreach and engagement efforts as well as coordination of services for YYA experiencing homelessness.
- **Marion County, OR** conducted numerous community presentations to gain involvement in the 100-Day Challenge from cross-systems stakeholders who had not traditionally been involved in addressing YYA homelessness, including the local Public Housing Authority and Police Department.
- **Monroe County, PA** engaged traditional and non-traditional partners in developing a coordinated response to YYA homelessness, including the United Way, local school districts, child welfare, domestic violence organizations, faith-based organizations and volunteers.
- **Prince George's County, MD** worked with three institutions of higher education to improve access to housing and services for students experiencing homelessness, including through increased utilization of the Maryland Tuition Waiver for Foster Care Recipients and on-campus housing options.
- **Northern Michigan** formed a new relationship with the local Department of Health and Human Services (DHHS) that helped open up DHHS housing units for YYA in emergency situations.



### Spotlight on Santa Barbara County, CA - Engaging New and Diverse Partners in YYA Homelessness Efforts

The Santa Barbara County, CA 100-Day Challenge Team included over 20 dedicated local stakeholders, including the CoC, the Coordinated Entry lead agency, local homeless shelters, school districts, colleges, Public Housing Authorities, mental health providers, County Offices of Child Welfare, Education, and Probation, and YYA with lived experience of homelessness. Santa Barbara County was able to utilize virtual forums to encourage participation and ongoing engagement from this wide variety of agencies - including a number of stakeholders that had not previously been engaged in YYA homelessness response efforts - even in the midst of the COVID-19 pandemic.



### Spotlight on Southern Nevada - Cross-System Partnerships to Support Homelessness Prevention

Representatives from the County Departments of Family Services and Juvenile Justice and the Nevada Youth Parole Bureau served as 100-Day Challenge Team members and became strong partners in Southern Nevada's efforts to prevent homelessness among YYA with systems involvement. This new collaborative relationship helped improve identification of YYA with systems involvement who are most vulnerable to exiting into homelessness. In particular, the juvenile justice and child welfare systems were able to identify a significant crossover in populations served and work together with to leverage existing resources and broaden homelessness prevention options for this population of focus.

# 100-Day Challenge Lessons Learned: Coordinated Entry Processes for Youth

*Equitable access, assessment, prioritization and referrals to housing and services for youth.*

Since 2017, 44 communities of different sizes, geographies, and capacities have accepted the 100-Day Challenge to prevent and end homelessness among youth and young adults (YYA). These communities have helped identify the following emerging and best practices for developing youth-specific Coordinated Entry System (CES) processes and procedures.

## Best & Emerging Practices

Develop and maintain a by-name list (BNL) of YYA experiencing homelessness using your local Homeless Management Information System (HMIS)

Implement cross-system YYA case conferencing to help connect YYA clients to housing and supports most responsive to their needs

Work with YYA with lived experiences of homelessness to identify new YYA CES access points and to adopt a youth-specific assessment tool

Analyze, evaluate and revise current prioritization processes as necessary to accurately reflect the vulnerability experienced by YYA experiencing homelessness and to increase equitable access to housing resources for YYA clients

Engage additional cross-system partners in youth-specific Coordinated Entry processes, including education, employment, health, child welfare, juvenile justice, and other youth-serving providers



## Spotlight on Columbus, OH - Creating and Utilizing a YYA By-Name List

Columbus, Ohio developed a by-name list (BNL) for YYA at-risk of and experiencing homelessness over the span of the 100-Day Challenge. The BNL collects information on YYA and their housing status, including race, gender, if the individual is single or part of a family, date of contact, and days since last engagement. Columbus also decided to develop a unique identifier through a combination of letters and numbers for each YYA client. The BNL can be filtered by categories of information, including date of most recent contact and “active” (individuals who are not stably housed) or “inactive” (YYA in stable housing situations) status. Columbus is using the BNL to support cross-system YYA case conferencing and sees these CES processes as “hubs” to keep youth-serving agencies connected to each other.

## Examples of efforts to improve Coordinated Entry processes and procedures for YYA clients from 100-Day Challenge communities include:

- **Gulf Coast, MS** created a BNL using HMIS during the 100-Day Challenge that incorporated data from the local public health outreach team, child welfare, the youth court system, and other youth-serving providers.
- **Monroe County, FL** created and is maintaining a “dynamic” YYA BNL that can be populated by agencies outside of HMIS. This BNL is updated in real time during weekly case conferencing meetings to discuss client housing and case management status and allows for 30-, 60-, and 90-day follow-up notes to be captured by case managers following housing placement.
- **Monterey/San Benito Counties, CA** develop and implemented memorandums of understanding (MOUs) with cross-systems partners to allow for data sharing and the development of multi-disciplinary teams to help conduct case conferencing for YYA clients as part of CES.
- Data specialists in **Central Alabama** held conversations with the local child welfare agency and a local municipal court to create new data-sharing processes that protect client privacy while allowing the CoC to populate a more comprehensive YYA BNL to support case conferencing efforts.
- **Kings/Tulare Counties, CA** created a secure, cloud-based workspace to allow for data sharing and case conferencing using the YYA BNL among all youth-serving providers, including those not yet participating in HMIS.
- **Jacksonville, FL** developed a new Youth Coordinated Entry Intake Specialist position, which is dedicated to improving connections between YYA experiencing homelessness and the Coordinated Entry System through the assessment and referral processes.



**Spotlight on Northern Michigan - Youth Prioritization for Housing and Services:** During the 100-Day Challenge, Northern Michigan brought key stakeholders together to critically evaluate the existing CES prioritization process and address inequities for YYA clients. Northern Michigan also facilitated community conversations about effectively preventing and ending homelessness through strategic prioritization efforts. These efforts helped Northern Michigan develop and implement a new “zipper” prioritization process, whereby highly vulnerable individuals from across populations of focus – including YYA, Veterans, and individuals experiencing chronic homelessness – are alternatingly prioritized for available resources. This new method for prioritization has allowed Northern Michigan to create consistent movement from the BNL into housing and services and allows for increased equity in the prioritization process for YYA experiencing homelessness without taking away focus from other populations of focus among the Northern Michigan CoCs.

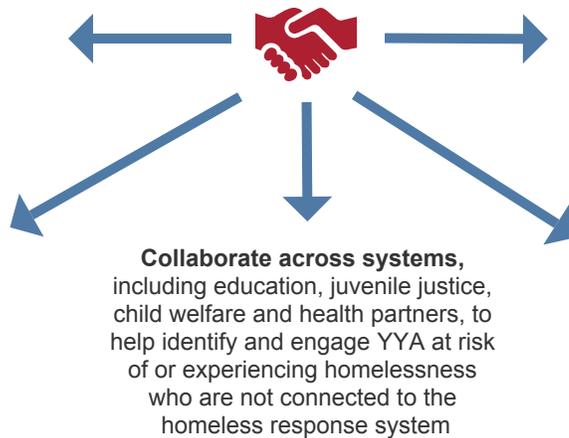
# 100-Day Challenge Lessons Learned: Youth-Focused Outreach, Identification and Engagement

*Meeting youth where they are with housing supports and services.*

Since 2017, 44 communities of different sizes, geographies, and capacities have accepted the 100-Day Challenge to prevent and end homelessness among youth and young adults (YYA). These communities have helped identify the following emerging and best practices for reaching and engaging YYA experiencing homelessness to quickly connect them to safe and appropriate housing and supportive services.

**Engage and compensate YYA with lived experience** to participate in peer-led outreach, identification, and engagement efforts

Provide information to help YYA **understand and define homelessness and self-identify as experiencing homelessness**, including breaking down ideas of stigma around homelessness



Expand outreach efforts to **meet YYA in their environment** to engage in shelter, housing and services, which may include unsheltered locations and safe spaces like local libraries

**Use multiple and diverse methodologies** to conduct outreach, including hotlines, flyers, post cards, word of mouth, phone apps, and other innovative uses of technology

## Examples of innovative YYA outreach and engagement strategies from 100-Day Challenge communities include:

- **Mendocino County, CA** implemented a Street Medicine program to bring medical assistance directly to homeless encampments using a person-center outreach approach.
- **Charleston, SC** began conducting weekly youth-focused outreach in front of a local drop-in center during the 100-Day Challenge. Information about outreach hours was shared through community partners, the housing crisis hotline, and YYA-focused flyers.
- **Monterey and San Benito Counties, CA** conducted outreach to every YYA client on the By-Name List (BNL) and used grant funding to provide them with cell phones and minutes so they could stay engaged and connected to their case manager throughout the housing process.



## Spotlight on Horry County, SC - Innovative Outreach Methods

During the 100-Day Challenge, Horry County developed a YYA Access Card to help outreach to and engage YYA experiencing homelessness. The YYA Access Card is a postcard including the local crisis hotline phone number and a text option that connects YYA to a brief assessment to help ascertain current housing situation, needs, level of safety and vulnerability. Once the assessment is completed, a Housing Access Planner is able to reach out to the YYA client and walk through a Housing Action Plan (HAP) conversation to determine appropriate housing and service interventions to meet their needs. The community provided postcards to youth-serving agencies such as schools and mental health agencies to increase local capacity to identify and engage youth at-risk of or experiencing homelessness beyond the homeless response system.



## Spotlight on North Central West Virginia - Youth-Focused Behavioral Health Outreach

The North Central West Virginia 100-Day Challenge Team supported the launch of an innovative mobile mental health and substance use program for YYA called Resilient Minds. Resilient Minds serves young people ages 18-21 who are experiencing or at risk of homelessness or aging out of the foster care system. The program provides 24-hour youth-focused crisis response services to YYA in their environment, including behavioral health assessments, referrals to treatment, case management, counseling, and medication management through telemedicine platforms. Homeless outreach workers are able to request an on-the-spot assessment for YYA clients they identify during their outreach efforts who express mental health or substance use needs. Resilient Minds staff can assess YYA where they are and streamline the referral for behavioral health services as needed.

## Examples of innovative strategies to identify YYA experiencing homelessness from 100-Day Challenge communities include:

- **Prince George's County, MD** developed an "R-U-OK?" Campaign to help students self-identify as homeless based on five youth-generated questions around housing stability.
- **Suburban Cook County, IL** worked with school districts to train key staff, including teachers and guidance staff, on identifying YYA experiencing homelessness and to increase opportunities for students to self-identify as homeless.
- **Monroe County, PA** improved data collection from across local systems of care to improve identification of YYA experiencing homelessness who were not connected to the homeless response system and not currently on the BNL.
- **Ithaca/Tompkins County, NY** improved identification of YYA in need of housing and services by making connections at the local library and other safe spaces within the community.

# 100 Day Challenge Lessons Learned: Innovative Youth Housing Options

*Safe, stable housing options to support permanent exits from homelessness.*

Since 2017, 44 communities of different sizes, geographies, and capacities have accepted the 100-Day Challenge to prevent and end youth and young adult (YYA) homelessness. These communities have helped identify the following emerging and best practices for increasing access to safe and stable housing options for youth YYA experiencing homelessness.



Explore and expand **non-traditional housing interventions**, including family reunification, host homes, and shared housing options



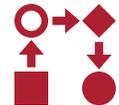
Utilize **different and more varied funding sources** to help house YYA clients, such as HOME funds and the Family Unification Program (FUP)



Work with local **Public Housing Authorities (PHAs)** to identify units and vouchers to set aside for YYA experiencing homelessness



Strengthen efforts to **recruit and build relationships with landlords** to house youth and young adult tenants



**Coordinate and share information across providers community-wide** regarding available housing units and resources



Provide **comprehensive wraparound supportive services** once YYA are housed to help ensure housing stability, including education, employment, health, and case management supports

**Spotlight on Palm Beach, FL - YYA Shared Housing Model:** Palm Beach worked with a Housing Navigator to increase utilization of shared housing for YYA clients. To support the shared housing model, the Palm Beach 100-Day Challenge team facilitated an Open House for YYA and landlords to connect and implemented “Meet and Greets” to match roommates together. The Meet and Greets became a successful forum for YYA clients to connect and share their interests and compatibility for shared housing opportunities. Palm Beach County also established strong relationships with landlords to support the shared housing model and increase access to rental units for YYA tenants. An important factor in the success of shared housing for YYA tenants was the execution of individual leases for each tenant, ensuring that in rare instances where one roommate cannot maintain their lease, the other roommate is able to retain their tenancy. Palm Beach increased the number of landlords participating in the shared housing model by creating a dedicated pot of funds available to support landlords through double deposits, guaranteed rent for 12 months, and other financial supports.

## Examples of innovative housing options from 100-Day Challenge communities include:

- **Franklin County, ME** began the process of setting up a host home project and seized an opportunity to begin developing donated land with tiny homes to offer short and long-term housing for YYA experiencing homelessness during the 100-Day Challenge.
- **Southern Nevada** created an online tracking tool for housing options available to YYA experiencing homelessness, including landlords willing to house YYA tenants. The Team organized the list of resources by geographic area and provided information regarding unit composition, affordability, housing requirements, and current availability to improve matching of resources to individualized YYA needs.
- **Sacramento, CA** utilized a diverse array of housing types to connect YYA to safe and stable housing during the 100-Day Challenge, including permanent supportive housing (PSH), rapid re-housing (RRH), and family reunification and stabilization efforts. Innovative housing options included subsidized housing vouchers and housing stipends for youth with foster care involvement.
- **West Tennessee** worked with adult housing and service providers to increase utilization of existing housing and services for YYA clients, including Continuum of Care (CoC) and Emergency Solutions Grant (ESG) RRH units.
- **Ithaca/Tompkins County, NY** developed a “Sublet Survey” for college students to explore the possibility of making student housing available to local YYA at-risk of or experiencing homelessness during academic breaks through a subletting process.
- **Kings and Tulare Counties, CA** worked with the local PHA to secure a set-aside of 50 housing choice vouchers for YYA clients.

**Spotlight on Central Alabama - Coordinated Community-wide Landlord Engagement Effort:** The Central Alabama 100-Day Challenge Team shared critical information across providers about landlords and began developing tools and resources to cultivate landlords as a community-wide resource for YYA clients. The Team worked on developing a uniform letter that can be sent to potential landlords explaining services available from each agency, providing education on YYA homelessness, breaking down myths around housing YYA tenants, and outlining the types of supports and aftercare services available to YYA tenants once housed. Central Alabama also began development of a comprehensive and up-to-date housing asset list, including information on landlords who are open to serving YYA tenants through “traditional” housing options such as RRH, and less traditional options such as housing available through the child welfare system.

# 100 Day Challenge Lessons Learned: Addressing Youth Homelessness in Rural Areas

*Developing tailored approaches, innovations and strategies tailored to rural communities.*

Since 2017, HUD has worked to ensure that rural communities are represented among the 100-Day Challenges to prevent and end homelessness among youth and young adults (YYA). This included the completion of two cohorts of 100-Day Challenges specifically designed for rural communities across the United States. These 100-Day Challenges have helped to build a greater understanding of what homelessness looks like for YYA in rural areas and to identify best and emerging practices for addressing YYA homelessness in rural communities.



## Rural-Specific Obstacle



## Innovative Rural Strategies or Approaches



## 100-Day Challenge Community Example



### Authentic YYA Engagement:

Rural communities may face difficulties authentically engaging YYA and scaling successful YYA engagement efforts to include the entirety of the geographic area

- Develop a Youth Action Board (YAB) - it can begin with a small group of engaged YYA with lived experience
- Compensate YYA appropriately for their time and expertise
- Foster and value all YYA involvement
- Offer flexible engagement opportunities - including remote options - so YYA can participate from where they are
- Develop dedicated staff positions to support YAB recruitment and retention efforts

### Kings and Tulare Counties, CA:

The 100-Day Challenge Team worked with an existing transitional housing provider and local college to identify YYA with lived experiences of homelessness who were interested in participating in a new YAB. Kings/Tulare Counties used flexible grant funding to provide compensation for all YAB members and facilitated remote meetings to ensure YYA from across the vast geography of the region could attend.



### Transportation:

Rural communities - particularly those encompassing vast or diverse geographic areas - often face challenges in providing transportation options in order to connect YYA to appropriate and needed housing and services

- Use ESG and CoC costs for ride-share or taxi services to transport YYA to medical care, employment, child care, or other essential services
- Work with systems partners, including school districts and City Departments, to identify free or low-cost transportation options

### Gulf Coast, MS:

During and beyond the 100-Day Challenge, system leaders from across the Gulf Coast region worked together to explore new transportation options for YYA experiencing homelessness, including access to discounted bus passes, expanded bus routes, and partnerships with ride share companies.



### Housing Options:

Rural communities often face resource and funding limitations that can result in a shortage of available shelter and housing options, including emergency shelter, affordable housing, and Permanent Supportive Housing (PSH). Some areas of vast rural geographies may have few or no housing or service options available for YYA clients.

Invest in decentralized housing and service models that can be successfully scaled up and made accessible in rural areas and across vast geographies, such as:

- Rapid Re-Housing (RRH)
- Host Homes
- Shared Housing
- Tiny Homes for emergency shelter / temporary housing
- Family reunification

### Northern Michigan:

The Northern Michigan 100-Day Challenge Team set out to maximize use of limited local resources to have the most significant impact on preventing and ending homelessness among YYA. The Team found that they were able to most successfully utilize and scale up family reunification and problem solving supports to increase YYA connections to safe, stable housing. These supports included counseling services and case management.



### Outreach:

Rural communities often struggle to conduct outreach to all parts of the geographic region. YYA in rural areas are also more likely to reside in temporary, sheltered situations such as couch-surfing or doubled-up living arrangements than in unsheltered locations, which requires different outreach approaches and strategies.

- Expand street outreach teams with a focus on areas frequented by YYA in unhoused and unstably housed situations
- Invest in YYA peer outreach models in programs across the geographic area
- Utilize diverse outreach strategies, including text, post cards, billboards, bumper stickers, flyers, 2-1-1, word of mouth, and other locally-developed strategies
- Partner with school districts and McKinney-Vento liaisons to help identify students at risk of or experiencing homelessness

### West Tennessee:

West Tennessee utilized the 100-Day Challenge to improve its ability to meet youth where they are. The community expanded its street outreach efforts to new and additional geographies in order to better reach and engage YYA experiencing homelessness. The 100-Day Challenge Team also created and distributed flyers widely to partner agencies throughout the region with information about YYA-focused housing and services.