

Housing, Homelessness and Transportation 3/9/16

<i>PUBLIC Transportation Performance Measures</i>	<i>PUBLIC Transportation Action Steps</i>	<i>Votes</i>	<i>Notes</i>
1. Create a Transportation Resource Guide (public and private transportation) by end of 2016 to help constituents know their transportation options and where to go for transportation assistance. (DART Forward 2035)	1.a DART's mobility coordinator, United Way representative and MPO to discuss and create plan for development of this guide, including using 211 or other call centers to access the guide. (CISS vans, etc.; translated in several languages)	13 dots 4 stars	Add: Lance suggested an APP for the guide so that clients can access easier
	1.b Facilitate more training with human service agencies and case workers on transportation options in the community to allow for the coordination of housing, employment and day care locations with transportation availability. (DART Forward 2035)	6 dots- 4 stars	
	1.c Develop strategies to keep 211 and non-profit agencies informed about transportation opportunities. (Medical transportation, how to access Polk County transportation assistance funds, etc.) (DART Forward 2035)	1 dot	
2. Improve the overall quality of service metric on DART's biannual Customer Satisfaction Survey by 3% to 88%, by year end FY19. (DART Forward 2035)	2.a In an effort to improve the overall customer satisfaction of DART customers, DART will be updating its customer service curriculum for bus operators and will be offering additional training for operators per the new curriculum. (DART Forward 2035)	0	
3. Establish baseline metric for measuring public support and perception of the value of DART through DART's bi-annual survey process. (DART Forward 2035)	3.a DART will establish a community and community support and perception survey. A baseline will be established as part of the results of the inaugural survey DART will conduct the survey on a bi-annual basis. (DART Forward 2035)	2 dots	For 3a. will there be language access on mobile app? Will survey be provided with a card on the bus? Will it be available in other languages either online paper?
4. Increase ridership on DART services from 4.8 to 5.5 million rides by year-end FY20. (DART Forward 2035)	4.a Promote consideration of DART when planning transportation. (DART Forward 2035)	5 dots – 2 stars	
	4.b Work with health department to promote walking from bus stop/parking places to destination as a health benefit. (DART Forward 2035)	1 dot	

5. Ensure that the transportation needs of those most at need are taken into account in the development and addition of transit services. (DART Forward 2035)	5.a Ensure representation of United Way agencies and those they serve in the DART Forward 2035 plan update. DART Forward 2035 is the long-range transit system plan for the Greater Des Moines region. (DART Forward 2035)	7 dots – 2 stars	5.a Loren suggested Coordination between public & nonprofit transportation
	5.b Advocate for long-term sustainable funding sources for public transportation (both locally and from the state). – legislative advocacy	6 dots – 2 stars	5.b HUD suggested we connect housing to transportation. Eric said in housing pieces
	5.c Increase community funds available for direct transportation subsidies (e.g. bus tokens, etc.) – local, state, national advocacy	5 dots – 2 stars	5.a/b/c will transportation be available in off hours for 2nd & 3rd shift workers?
			Will there be assistance to cover taxi fares, etc.?
PRIVATE Transportation Performance Measures	PRIVATE Transportation Action Steps		
1. Ensure that the transportation needs of those who cannot utilize public transportation are met.	1.a Assist those with vehicles to continue to utilize them through removal of barriers placed by inability to pay fines and fees. Ensure that appropriate and affordable payment plans are made available for fines/fees.	10 dots – stars	
	1.b Educate consumers regarding purchase and maintenance of vehicle, including lending options and contract terms	2 dots	
	1.c Enforcement of rights under existing laws regarding auto loans and purchases.		
	1.d Offer more driver's education classes with translators or in other languages		
	1.e Provide some criteria for neighborhood communication system to share rides for shopping, work, medical, etc.	2 dots	
Transportation Supports	Transportation Supports Action Steps		
	Advocate with Iowa Department of Human Services and others as well as individuals to make sure transportation services are available as appropriate for Medicaid - administrative advocacy	4 dots – 1 star	
Homelessness Performance Measures	Homelessness Action Steps		
1. Reduce homelessness by half by 2020. Point in Time Count - January	1.a Broadly share and embrace the community plan to reduce homelessness in Polk County (Continuum of Care Board FY 2016).	7 dots – 3 stars	

	1.b Continue to distribute and allocate the Housing Choice Vouchers to households with highest vulnerability index scores.	4 dots – 1 star	
	1.c Create a standard for client placement similar to the Veterans Challenge	8 dots – 4 stars	
2. Improve the coordination of services and supports focused on housing (based on vulnerability index scores) individuals and families experiencing or facing homelessness.	2.a Support, fund and enhance Centralized Intake for Polk County; engage service providers and other partners in quarterly meetings to assess and provide continual improvement suggestions to the system including evaluation of governmental policies to minimize disruptions to homeless individuals.".	9 dots – 3 stars	
	2.b Require all homeless service providers to utilize Centralized Intake to determine prioritization of placement into housing.	4 dots	
	2.c Assess availability and applicability of additional funding for homeless prevention and support programs.	2 dots – 1 star	
	2.d Conduct a system-wide length of stay policy; develop recommendations and support to align policies with vulnerability and specific circumstances of the individual/family as opposed to arbitrary timeframe.		
	2.e Explore feasibility to utilize Centralized Intake as a referral source for Housing Choice Vouchers.	1 dot	
	2.f Explore the concept of centralized case management in the homeless community.		
3. Improve the coordination of services and supports focused on healthcare needs for individuals/families experiencing or facing homelessness.	3.a Work with providers and health systems to ensure open communication and understanding of the discharge process and its implication on the homelessness service provider system and clients. Provide best practices in support of as well as coordination through Centralized Intake when possible.		
	3.b Support expanded benefit enrollment for homeless individuals/families that result in increased health care and income support throughout the community.	2 dots	
4. Develop deepened relationships with landlords and other housing providers to expand housing opportunities for the homeless population. HUD 7b.1 & 7b.2	4.a Explore the establishment of housing navigators strategically in the community, like what is done in Columbus, Ohio.	6 dots	

	4.b Advocate for equitable and adequate funding for Housing Choice Vouchers (Section 8) – local advocacy	1 dot	
	4.c Advocate to landlords to lessen intake criteria for voucher clients – local advocacy	HUD rep./ consider change lessen intake, encourage greater use by Section 8 3 dots	
	4.d Identify partnerships with organizations along the housing continuum: transportation, food access, nutrition, and wellness. – local advocacy	1 dot	
5. Provide effective methods of communicating broadly about homelessness and its impact on as well as possibilities to support individuals, families and the overall region.	5.a Educate the public on the issue of homeless and what it takes to turn the needle – public advocacy/information	4 dots – 1 star	
	5.b Explore intersections with existing service providers and/or identify new programming related to financial education, coaching and capacity building opportunities.	5 dots-	
	5.c Identify opportunities to lift-up existing workforce partnerships and training programs to support and expand access for those experiencing or near homelessness (i.e. Central Iowa Works, Project Iowa).	4 dots – 2 stars	
	5.d Identify opportunities to partner with existing programs to increase education and income levels for those experiencing or near homelessness	2 dots	
Housing Performance Measures	Housing Action Steps		
1. Decrease the percentage of Extremely Low Income (below 30% of Area Median Income) rental households who are severely rent burdened (paying more than 50% of their income on rent) by 10%. [currently 74% in Polk County] (Housing Tomorrow Plan Principle 1)	1.a Increase the number of new rental units that are affordable to households making less than 30% of AMI. (Housing Tomorrow Plan)	13 dots – 9 stars	
	1.b Increase the number of existing rental units that are accessible and affordable to households making less than 30% AMI. (Housing Tomorrow Plan)	5 dots – 1 star	

	1.c Realign existing resources to provide additional rental units and assistance for households making less than 30% AMI. (Housing Tomorrow Plan)	2 dots	
	1.d Seek new resources to provide additional rental assistance for households making less than 30% AMI. (Housing Tomorrow Plan) – local, state national advocacy	1 dot – 1 star	
	1.e Stabilize families so that children are not moved from school to school.	5 dots – 3 stars	
2. Improve the distribution of new rental and owned affordable units around the region. (Housing Tomorrow Plan Principle 3)	2.a Align new unit creation with low wage job centers. (Housing Tomorrow Plan)	10 dots – 4 stars	
	2.b Align new unit creation with existing public transportation. (Housing Tomorrow Plan)	1 dot	
	2.c Create a visual mapping system to illustrate alignment of new and existing units with services and job centers (Housing Tomorrow Plan)		
	2.d Encourage new unit creation with accessibility to services such as grocery stores, schools and health care facilities. (Housing Tomorrow Plan) – local advocacy	1 dot	
	2.e Encourage amendments to existing zoning and land use codes to permit construction of more affordable housing aligned with needs of a changing population. (Housing Tomorrow Plan) – local advocacy	4 dots	
3. Improve the variety of types of affordable housing available to meet the needs of a diverse population. (Housing Tomorrow Plan Principle 1: supported/reflected under Goals 1 & 4 of the City's updated Comprehensive Plan, Plan DSM)	3.a Create unit inventory by type and configuration of units. (Housing Tomorrow Plan)	1 dot	
	3.b Encourage cities to adopt flexible guidelines for design and construction to encourage units that are attractive to singles, smaller families and seniors. (Housing Tomorrow Plan Principle 1: supported/reflected under Goals 1 & 4 of the City's updated Comprehensive Plan, Plan DSM)– local advocacy	5 dots – 1 star	

	3.c Encourage cities to adopt flexible zoning and land use regulations that permit higher density development to improve affordability. (Housing Tomorrow Plan) – local advocacy		
4. Encourage coordinated advocacy by various groups impacted by improved affordable housing. (Housing Tomorrow Plan Principle 4 & 6)	4.a Engage groups whose missions could be furthered by improvements in affordable housing such as the health care community, the business community, the justice system and the education community. [Viva East Bank: power of individual advocacy & system change with unlikely partners] (Housing Tomorrow Plan) – local advocacy	4 dots	
	4.b Develop a system or plan to ensure affordable housing is connected with other initiatives within the community.	1 dot	
	4.c Change the social perception by educating people about homeless and poverty in a way that allows people to engage and not be afraid – public advocacy/information		
5. Increase the availability and coordination of supportive services for households living in affordable housing.	5.a Provide supportive services that encourage landlords to accept low income tenants and those with barriers to housing.	6 dots – 1 star	
	5.b Encourage affordable housing providers to include supportive services as a service for their tenants.– local advocacy	3 dots	
	5.c Target households that make less than 30% of Area Median Income for basic supportive services, including services focused on financial literacy and job readiness.– local advocacy	1 dot	
6. Provide effective methods of communicating housing resources available to the community (Housing Tomorrow Principle 6):	6.a Appropriate treatment from debt collectors	1 dot – 1 star	landlords are using credit checks that are not accurate as background checks – educate landlords
	6.b Education and enforcement of rights		
	6.c Educate the public on the issue of homeless and what it takes to turn the needle – public advocacy/information		Tie in this to prior case management actions – education for service providers (Loren)
	6.d Impact of criminal history and incarceration history		

	6.e Provide training so people understand the cost of maintaining a house	1 dot	
	6.f Tenants' rights - supporting organizations		
	6.g Education on land contracts & potential issues to address when entering into land contract		
	6.h Encourage better and more frequent inspection of affordable rental units to improve safety and security.	1 dot	
	6.i Encourage additional lending options from traditional lending community		
	6.j Maintain housing units allowable families/individuals to remain in their homes (seniors, aging in place, repairs, safety)	3 dots – 2 stars	