



Haven for HOPE[®]

The Bexar County Model

A National Model for Homeless Response

Scott Ackerson, LMSW



Haven's Unique Approach

A Community Designed with Dignity on a Scale that Matters

Haven for *HOPE*

The Haven for Hope Model

- Comprehensive services on a 22-acre campus
- Collaborative partnerships – City, county, SAPD, SAFD, University Health System, local universities, nonprofits and more
- Services address root causes of homelessness—no band-aid approach
- Dignity and respect for Members and Guests
- Recovery oriented & Trauma informed
- Spiritual Services
- Peers on Staff
- Significant role of volunteers



Haven's Options for Clients



Transformation Campus Our Residential Program (900 clients on average)

- Average stay of 4 months
- Dorm style residential living
- Substance Abuse & Mental Health in Patient program run by CHCS & Sober Living Run by Pay it Forward
- Clients need ID
- Clients must have 9 months of residency in Bexar County
- Clients must be sober
- Clients develop a housing & income plan and are connected to all services needed through the Transformation Center
- Children & families reside here



Courtyard Our Low Barrier Shelter (650 clients on average)

- Average stay of 2 months but clients can stay as long as needed
- Everyone sleeps indoors year-round on mats with exception of a group of men and women in programming who have assigned bunk beds
- Clients do not need ID
- Clients do not need to provide local residency
- Connected to housing, employment & all services needed through the Resource Center
- Clients do not have to be sober
- No minors allowed

Partners are the Key to Our Comprehensive Services



- Skills Development
- Benefits Enrollment
- Outreach
- Kennel for dogs/Cattery
- Continuing education
- School registration
- Veteran Programming
- Jail Outreach Program
- Housing Liaisons
- Clinical Case Management/Counseling
- Case Management
- Job Placement
- Never Turn a Family Away!
- Fitness Center
- Mailroom
- Spiritual Services
- Hair Care

Haven for Hope

- Daily Meals – SA Food Bank & St. Vinny's Bistro
- Housing
- ID recovery – St. Mary's Law Students & CAM
- Mental health care - CHCS
- Comprehensive medical care – Centro Med
- Dental care - SA Christian Dental Clinic
- Vision Care – I Care SA
- Addiction recovery - CHCS
- Child Care - YMCA
- Sober Living – Pay it Forward
- Outreach
- Youth Services - THRIVE
- Homeless Prevention Services - Rental/Utility Assistance



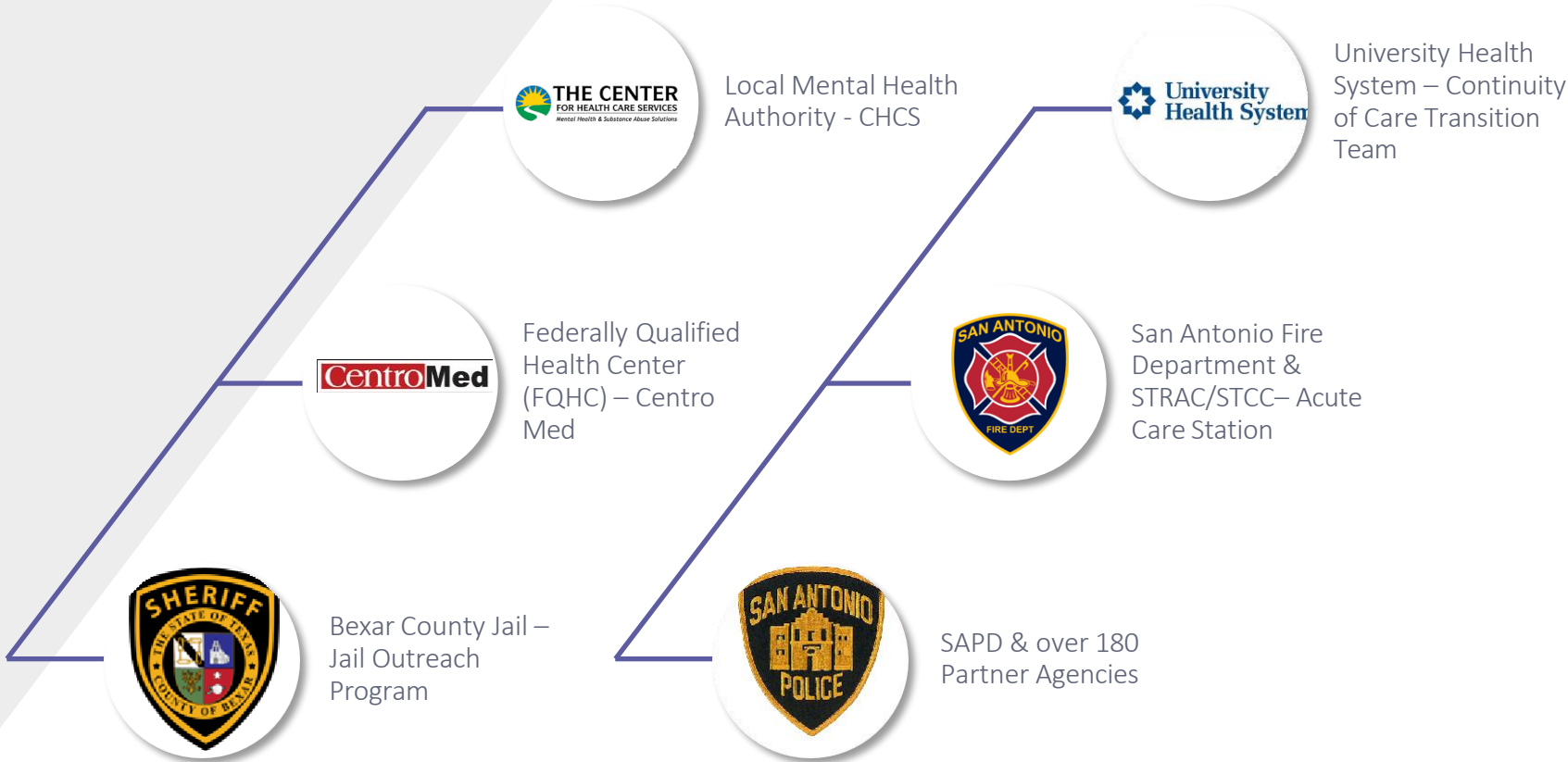
Haven for Hope

Haven's Integration into Community Systems



SARAH/Continuum of Care

Haven is Homeless Management Information System (HMIS) Lead Agency
More than 50% of coordinated entry enrollments come through Haven

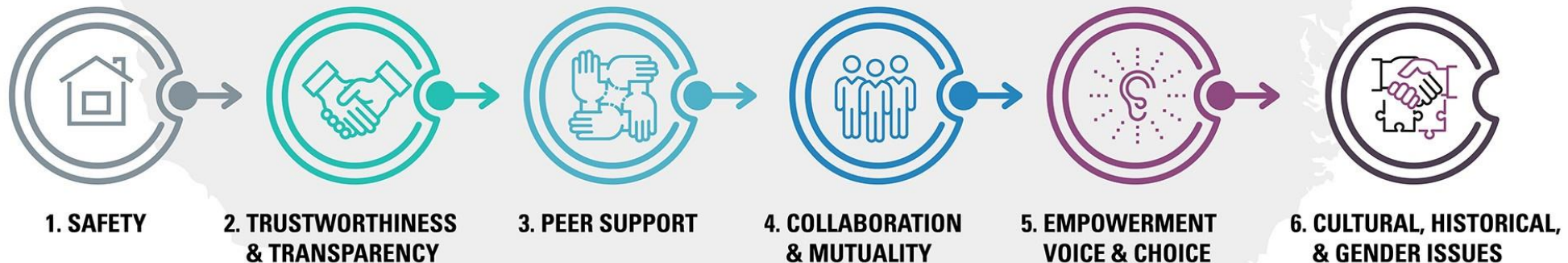


Evidenced-Based & Best Practices at Haven

- Community Wide Assessment – Services Prioritization Decision Assistance Tool (VI- SPDAT)
- Recovery Oriented Services
- Person Center Planning
- Collective Impact Model
- Co-Located Service Delivery
- Peer Support Services
- Trauma Informed Care

6 GUIDING PRINCIPLES TO A TRAUMA-INFORMED APPROACH

The CDC's [Office of Public Health Preparedness and Response \(OPHPR\)](#), in collaboration with SAMHSA's [National Center for Trauma-Informed Care \(NCTIC\)](#), developed and led a new training for OPHPR employees about the role of trauma-informed care during public health emergencies. The training aimed to increase responder awareness of the impact that trauma can have in the communities where they work. Participants learned SAMHSA'S six principles that guide a trauma-informed approach, including:



Trauma's Connection to Homelessness

- Adverse Childhood Experiences (ACEs)
 - Household Dysfunction
 - Mental Illness
 - Incarcerated Relative
 - Substance Abuse
 - Divorce
 - Domestic Violence
 - Homelessness
 - Abuse & Neglect
- Effects of Trauma
 - Emotional
 - Physical
 - Cognitive
 - Behavioral
 - Social/Interpersonal
 - Developmental

54%

Of those experiencing homelessness had four or more adverse childhood experiences

(The Lancet Public Health)



It's not...

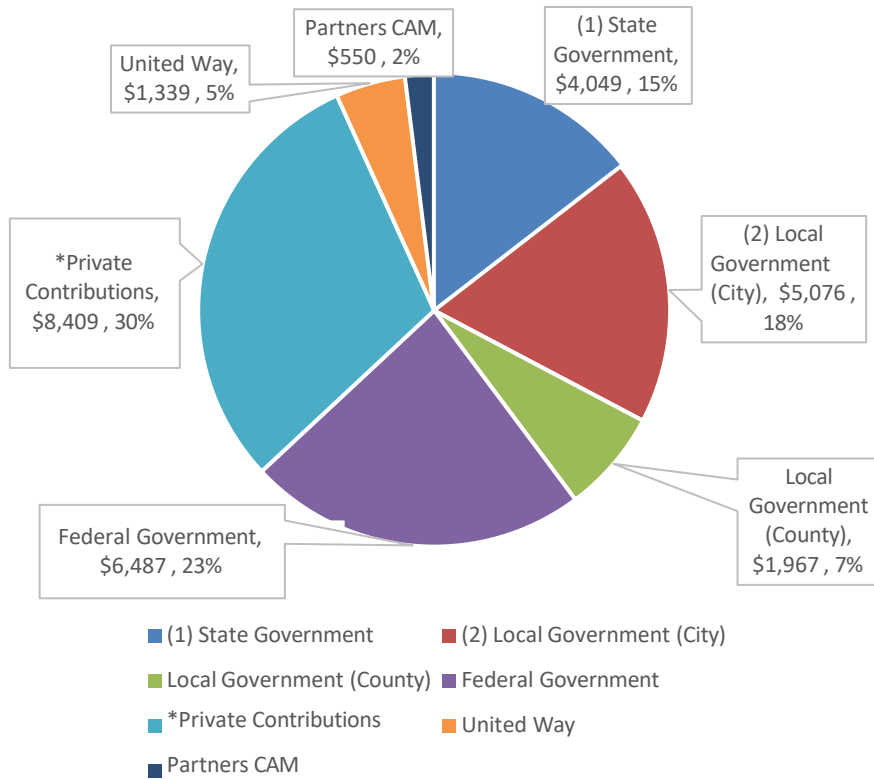
what is wrong with you & let's fix you

It's....

what happened to you & how can we help you?



Haven's Organizational Budget & Size



Haven has 300+ staff members to ensure the campus is operational 24/7, 365 days a year.

Haven's average budget is \$28M.

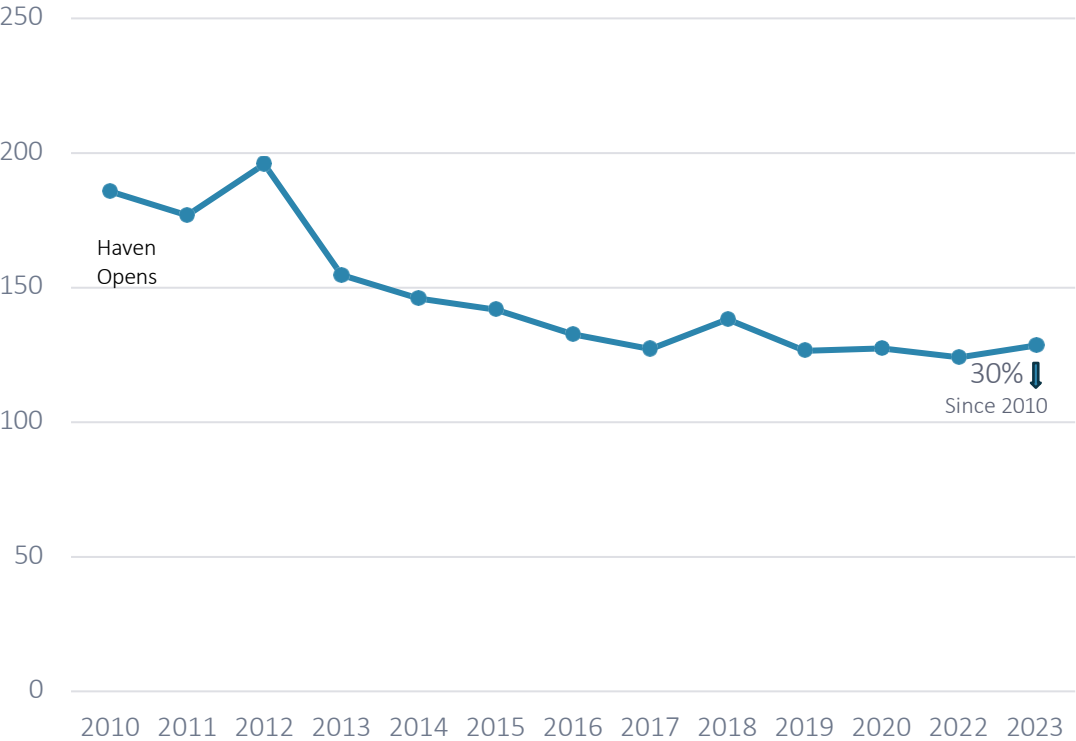
Funding breakdown is on average 60% government funding and 40% private funds. NOTE: FY23 includes over \$5M in additional federal funding due to the pandemic



Haven's Impact on Homelessness

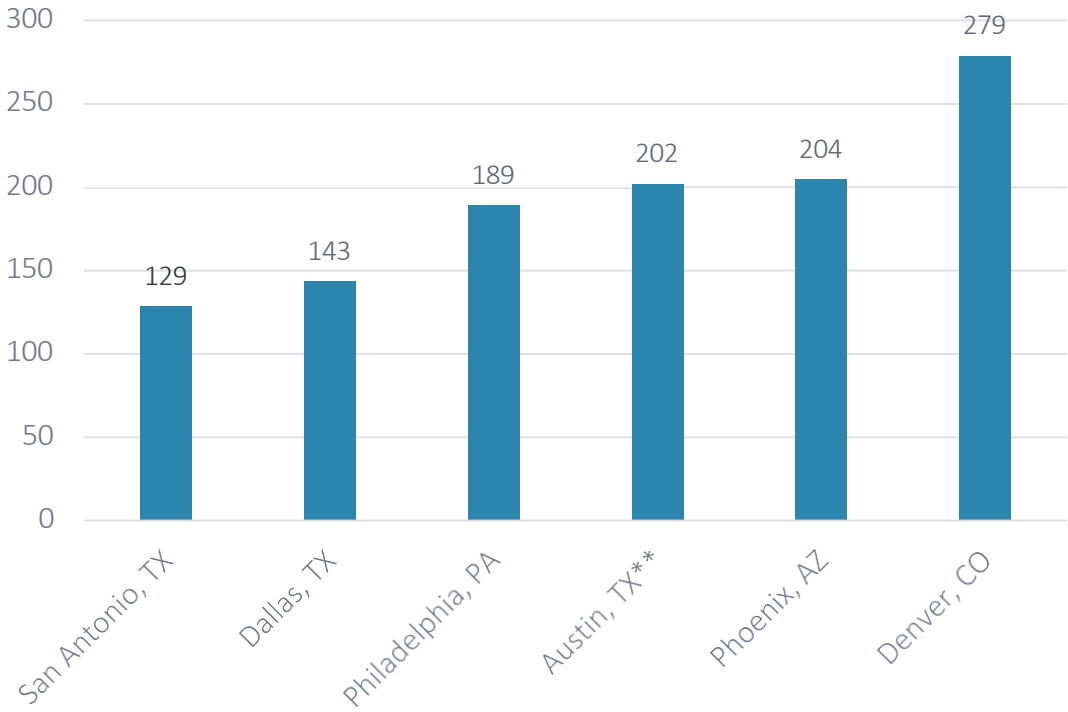
Impact on Homelessness in San Antonio

Homeless Population Per Capita for San Antonio
(Per 100,000)



Source Data: HUD Point in Time Count for SA/Bexar Co & UN World Population

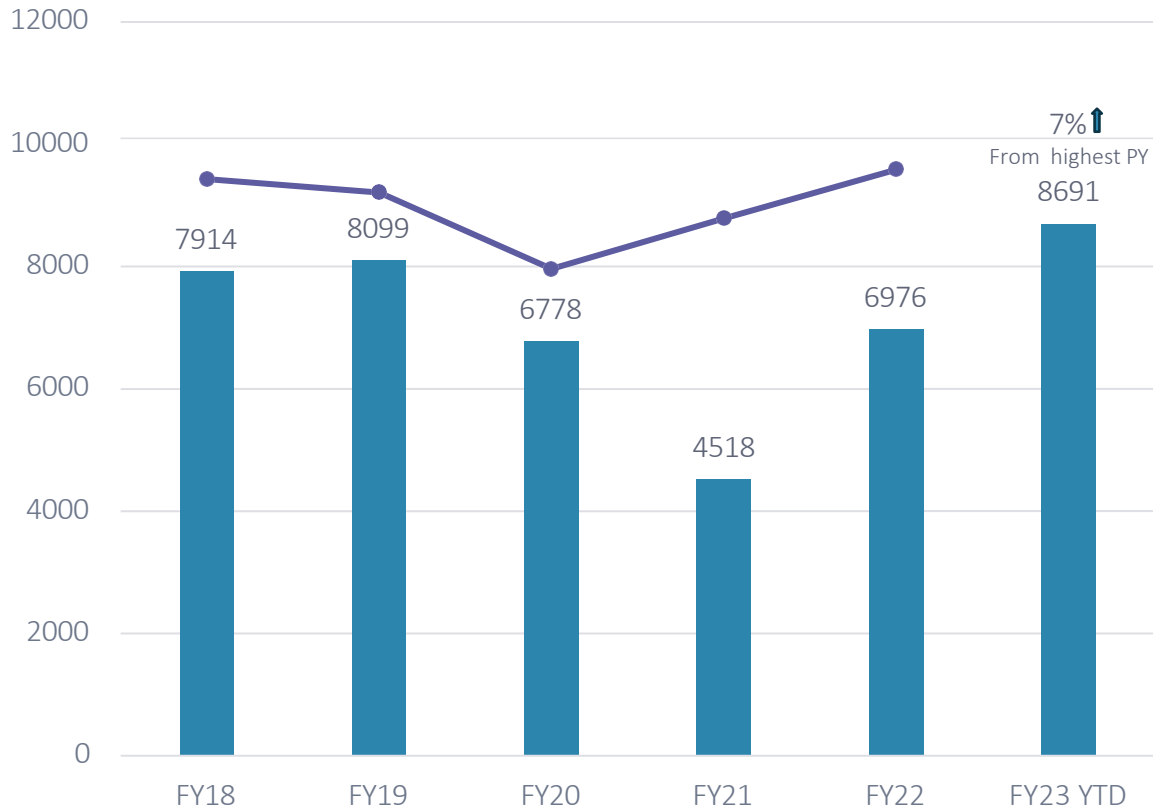
Homeless Per Capita Per 100,000 Citizens
(Cities Comparable to SA in Population)



Source Data: US Census Bureau Population Estimates (7/2022) & HUD PIT Count Data (2023)

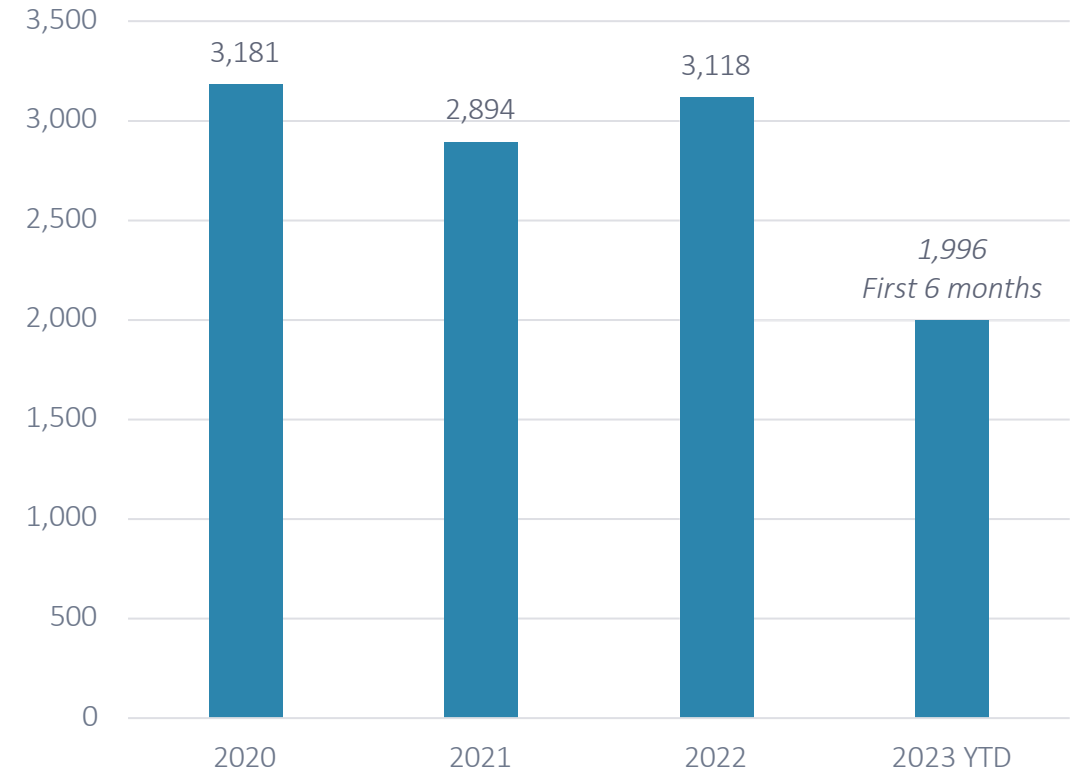
Impact on Homelessness in San Antonio

Unduplicated Number of Clients Served
Compared to Community Unduplicated Homeless Counts



Source Data: HMIS

Unduplicated Street Outreach & Unsheltered Clients
Who Enroll in Haven Programming



Source Data: HMIS Haven Unduplicated Counts & HUD System Performance Measures

Haven's Economic Impact on San Antonio

- Annual Savings of \$148M in benefits from reduced homelessness including:
 - \$2.4M in cost avoidance for public intoxication diversion to detox on campus
 - \$1.8M in cost avoidance to San Antonio Fire Department/EMS and County hospital ER visits due to treatment by Haven's Acute Care Station
 - \$1.1M in diversion from emergency rooms for those with mental illness

Haven for  Hope

\$29

RETURN ON INVESTMENT TO THE SAN ANTONIO COMMUNITY FOR EVERY \$1 SPENT

\$5.6B

IN NET BENEFIT TO SAN ANTONIO FROM INCEPTION THROUGH 2019

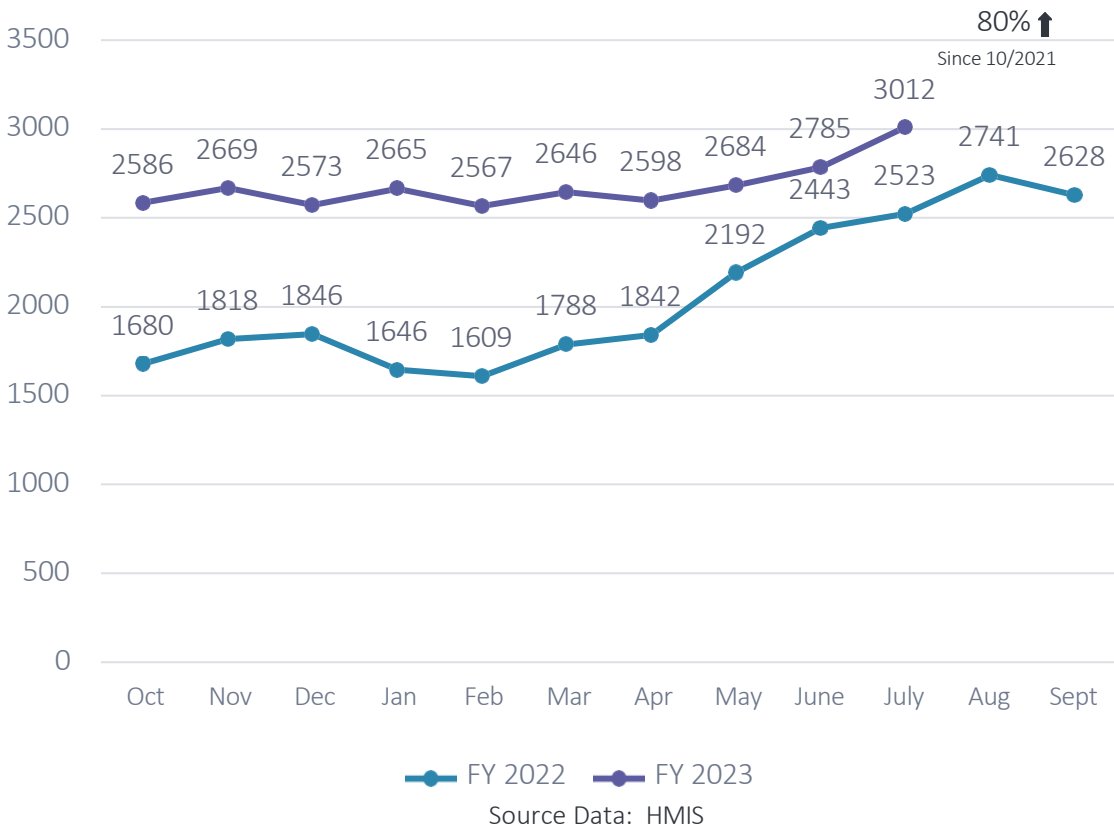
- From Inception through 2019 \$5.6 Billion in net benefit to the San Antonio community including:
 - \$1.9B in reduced housing, medical care and other services due to placement by Haven in housing
 - \$433M contributed through employment
 - \$142M in reduced criminal activity due to housing stability
 - \$89M in benefits related to school stability

Source Data: Strategic Development Solutions Haven for Hope Impact Report (2010) & CHP ROI Analysis: Acute Care Station (2021)

Source Data: Steve Nivin Cost-Benefit Analysis of Haven for Hope (2023)

Upward Trend of Homelessness & Haven's Response

Clients Served Monthly
(FY22 & FY23 YTD)



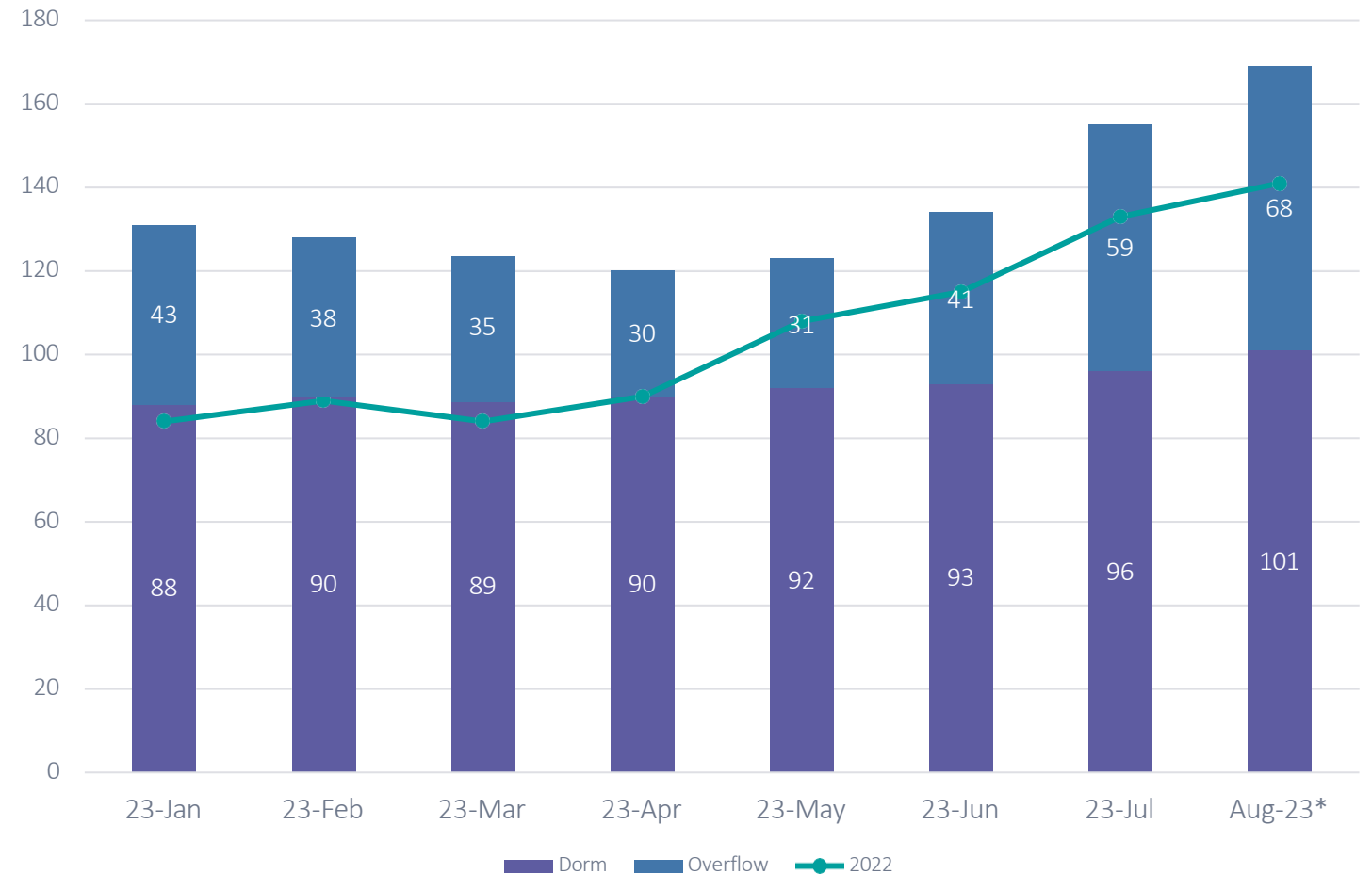
Average Number of Clients at Haven Daily



Upward Trend of Homelessness – Family Homelessness

- 2023 Local Point in Time count indicated a 60% increase in family homelessness since 2021.
- Haven has experienced a 100% increase in families in the past 18 months.
- In response Haven has:
 - Continued to accept families, never turning a family away at an additional cost of
 - Expanded childcare options with YMCA to add drop in care
 - Provided lockers for storage of items for families in overflow
 - Added new dorm space for parents who have adult children with disabilities
- Haven is currently working on a long-term strategy to address family capacity on campus.

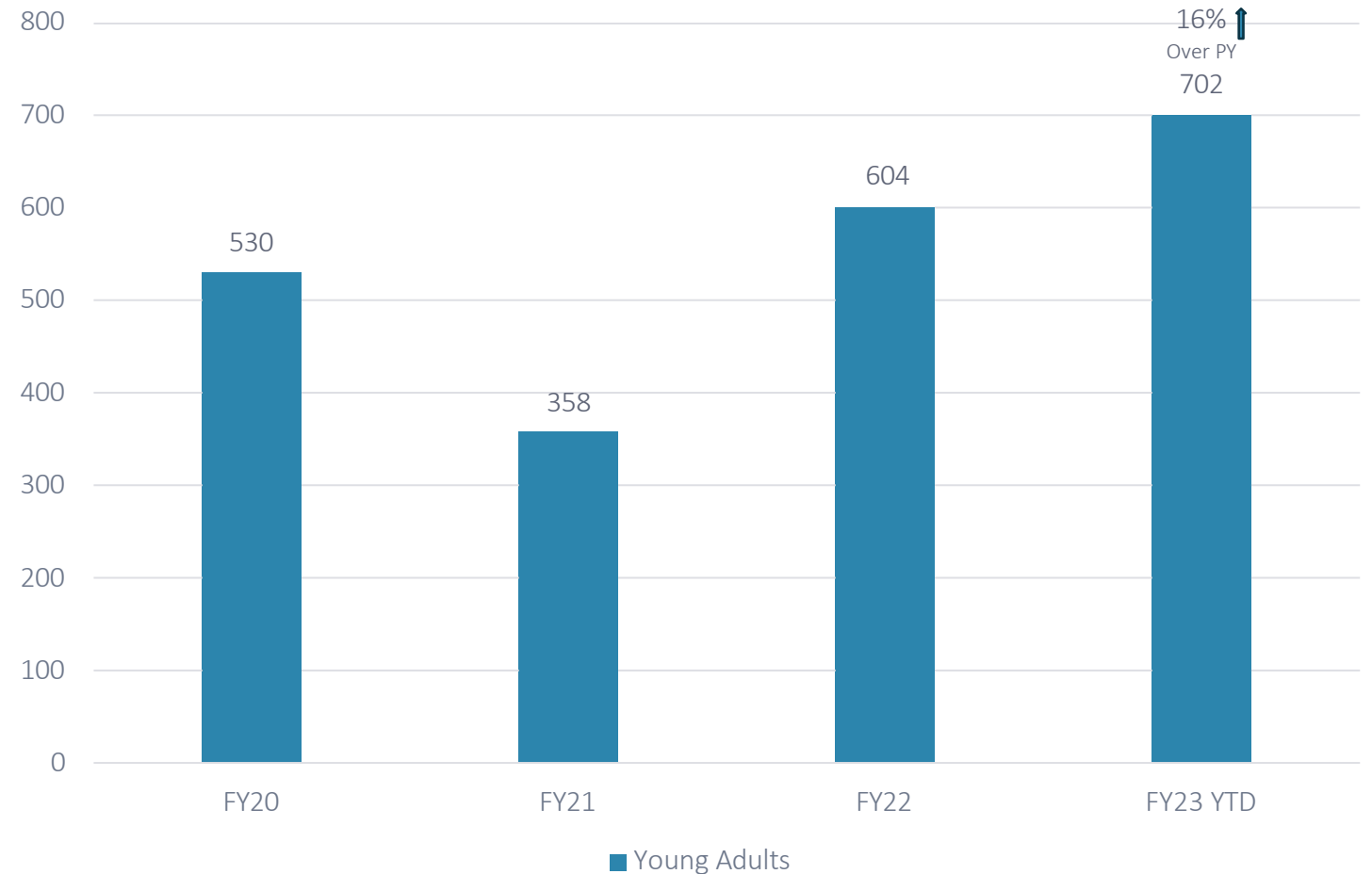
Increase in Families at Haven



Upward Trend of Homelessness – Youth Homelessness

- Haven has experienced an 32% increase in young adults in the past 3 years.
- In response Haven has developed:
 - An entirely new specialty program to support young adults including case management
 - Carved out a dorm wing with 28 beds and 24 dedicated courtyard beds for young adults. Both areas have private restrooms, showers and lounge area.
 - Build formal partnerships with SAMM, SA Youth, THRIVE to add to existing partnerships with THRIVE to provide case management, counseling and high school classes and more.
- Haven is currently working on a long-term strategy to address young adult capacity on campus.

Young Adults Served at Haven

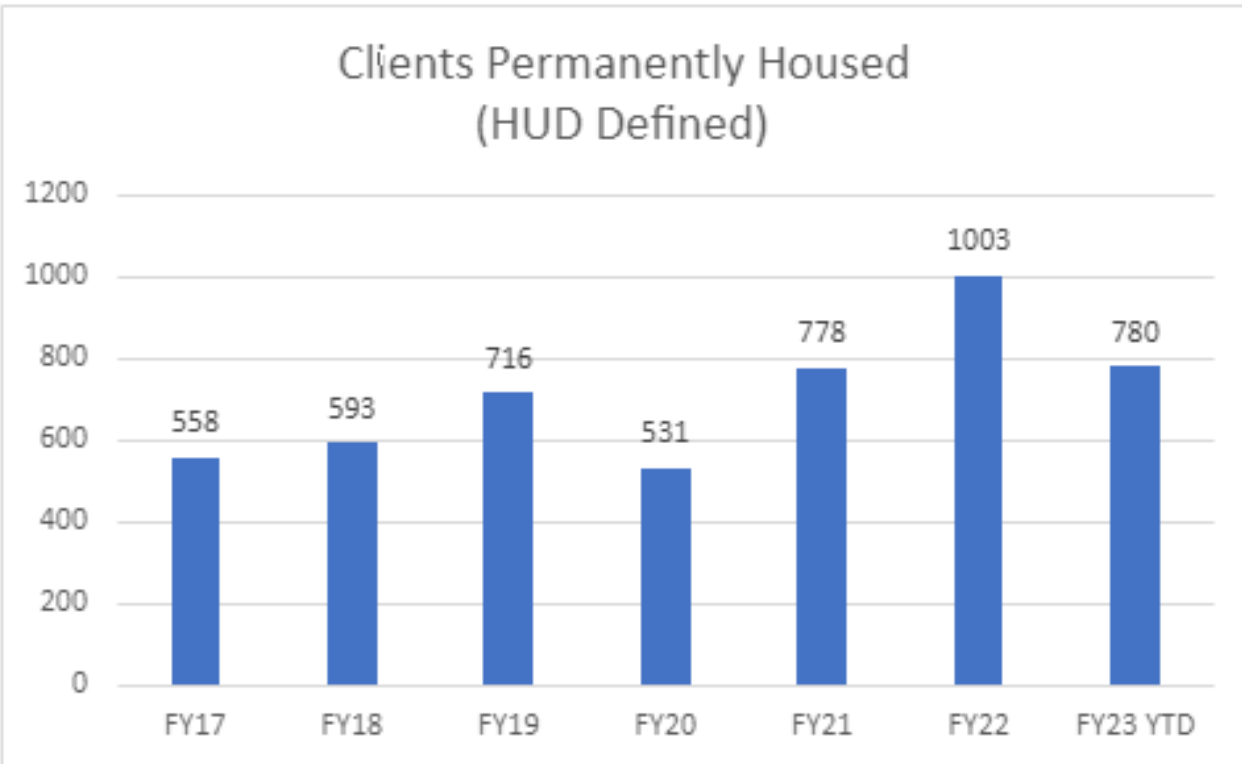




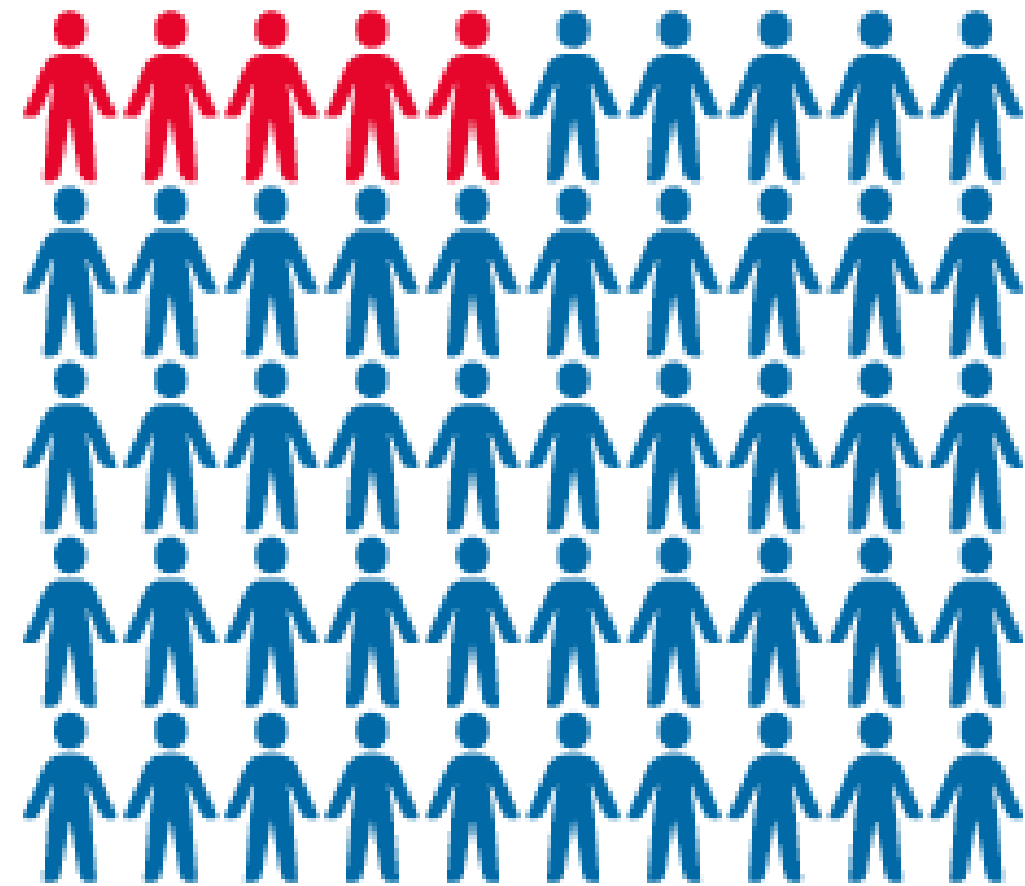
Haven's Impact on Individuals

Haven for Hope – Data that Matters

Clients Permanently Housed
(HUD Defined)



92% Client Housing Retention
At 1 Year Mark



Client Success

Number of unduplicated clients who exited campus to permanent housing, positive exit as defined by HUD or higher levels of residential care

(Inception through Feb 2023)

17,843



6,000 families
& children
helped

43,967 Clients Served Since Opening

Immeasurable
Impact on
Individuals &
Our
Community

OneRise, Wichita, KS

SITE SERVICES

