

THEMES



- Equity
- Service consistency
- Agency communication



People rely on agency staff to know what services are available.

People with the same needs and eligibility report being offered different services.

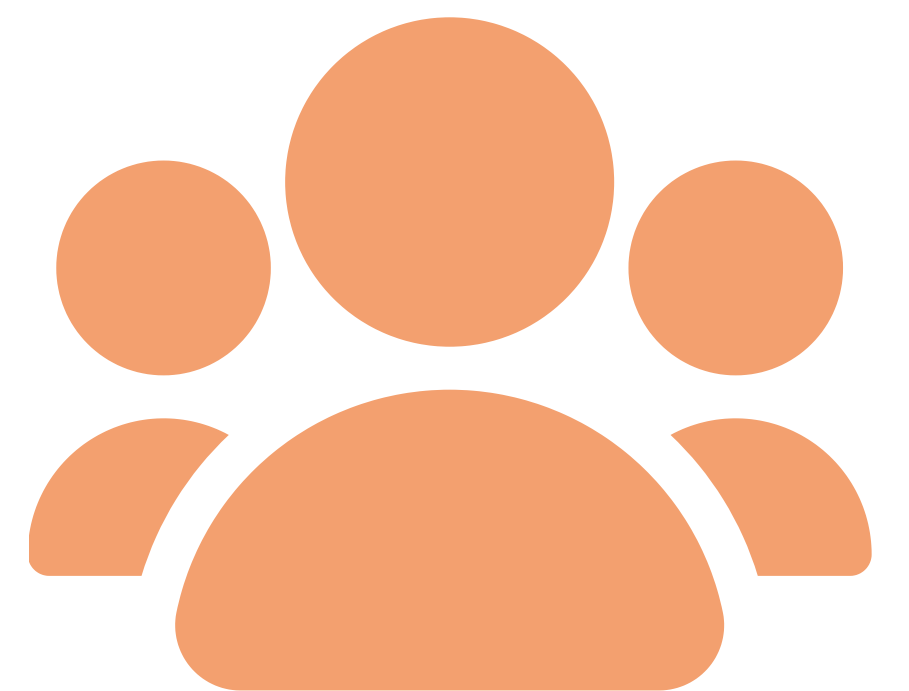
When clients ask about differences, staff often can't explain why some people get services that others don't.

We asked homeless people about the things that make it difficult for them to get help. They said they are often not aware of what resources are available in the community. When they do find resources, people with similar situations are offered different benefits. People offered ideas about what would help them.

POPULATIONS



- Homeless
- Reentering Citizens
- Low Income Residents



WHAT WOULD HELP



Standard protocols for making decisions about assistance to ensure equitable support.

Help people know what services are available so they can ask for them.

Public resources that list info about available services. Transparency about how decisions are made.





Stats & Stories

Resources Not Broadly Advertised

People with similar situations are not offered the same benefits



People with the same needs/eligibility were offered different levels of rental assistance, security deposits, and hotel placement.



Agency staff reported eligibility of benefits differently to different people.



Agencies advertise services. However, when people call in need, agencies say that the services aren't available.

