Eastern Homelessness Service System Alliance
Submission to the National Housing and Homelessness Plan
October 2023

The **Eastern Homelessness Service System Alliance (EHSSA)** welcomes the opportunity to provide this submission to the Department of Social Services in response to the National Housing and Homelessness Plan Issues Paper.

The EHSSA is a partnership comprising of specialist homelessness and family violence funded services in Melbourne's inner and outer East. The EHSSA is committed to achieving better outcomes for vulnerable members of the community who are experiencing or at risk of homelessness and/or family violence.

Its purpose is to:
- provide strategic leadership for homelessness, housing and family violence in the Melbourne Eastern Metropolitan Region
- bring together relevant agencies to achieve an agreed vision and mission,
- ensure consistency and quality for service delivery practice amongst member agencies,
- make evidence-based recommendations to the Department of Families, Fairness & Housing and Homes Victoria about responses to service gaps,
- monitor service provision (via data collection and/or client satisfaction reviews) through the establishment and feedback of EHSSA working groups for the purposes of identifying gaps and opportunities for enhancement in service provision.

For further information please visit https://www.ehn.org.au/about

Introduction

In a wealthy country such as Australia no one should be without a place to call home. Yet homelessness has been increasing in Australia for well over a decade. While there is no single cause of homelessness, for some people, family violence, physical and mental illness, family crisis/trauma, financial and legal issues can compound, or are caused by, their experience of homelessness. However, the EHSSA believes that the **lack of affordable and social housing, financial insecurity**, and the lack of a **National Homelessness strategy** are the key drivers of homelessness in this country. We are heartened to hear that the National Housing and Homelessness Plan is being developed and believe the Federal Government are well placed to lead a National Approach to end homelessness.

The National Housing and Homelessness plan should set ambitious targets and timelines for reducing homelessness, and ultimately end homelessness.

In our submission we will be responding to the following focus areas:
3.1 Homelessness and
3.2 Homelessness services

1. Homelessness

Preventing the incidence of homelessness

Creating a system that aims to end homelessness would mean putting far more emphasis and investment into homelessness prevention, so that we shift homelessness policy from the current crisis orientation to a system that makes homelessness rare, brief, and non-reoccurring[1]

Prevention of homelessness can occur at different points in a system and involve policy beyond homelessness service delivery. Different forms of prevention include:

- **Universal** – Preventing or minimising homelessness risk across the population at large – poverty reduction
- **Targeted** - Upstream prevention focused on high-risk groups, such as vulnerable young people, or women experiencing violence.
- **Crisis** - Preventing homelessness that is imminent - e.g. preventing an eviction
- **Emergency** - Immediate support for those experiencing homelessness e.g. emergency accommodation
- **Recovery** - Prevention of repeat homelessness e.g. Housing First[2]

1.1. Universal Prevention

The EHSSA believes that the most effective and important change we can make to end homelessness is preventing people from becoming homeless in the first place. Re-homing people who have lost their homes is always more difficult with the current tight rental market, and the serious shortage of social housing. We need changes that address major drivers of homelessness across our community, including security of income support and people's access to affordable housing.

Income support failure and the increased cost of living and education
The current rate of Jobseeker and Youth Allowances are too low to give people the support they need, making it difficult for recipients to break out of the poverty and unemployment cycles they may be experiencing.

The EHSSA have reported more and more people presenting in rental stress (paying more than 30% of their household income on rent). The cost of living has increased food insecurity with our membership reporting high demand for emergency relief from people who previously haven't accessed services, vulnerable older persons not using heaters, or TVs and leaving lights off for fear of not having financial capacity to pay their utility bills. Ever increasing school expenses are often taking priority over food. People are being evicted as they cannot afford their increased rent and they cannot locate affordable properties.

The Victorian State-wide Children's Resource Program administers the government funded *Homeless Children's Brokerage Support Project* that was established to enhance opportunities for children experiencing homelessness and or Family Violence. They have reported an increase in the percentage of brokerage being allocated to educational expenses to fund school costs. Children may have reduced access to medical/dental screening and care due to competing costs of living and education expenses.

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[1] (1) Demos Helsinki, Housing First Europe Hub, A new systems perspective to ending homelessness
[2] Crisis UK, 75 ways to prevent homelessness, 2022

Lack of affordable rentals due to housing market failure

In Victoria's Yarra Ranges in March 2013, 9.5% of all rentals were affordable to low-income families. Ten years later, in March 2023, it fell to just 3.2% with no properties affordable to someone on Jobseeker.[3] A study of all of the 46,000 rental properties advertised online in Australia on one weekend in March 2023 found that not a single property in Victoria was being advertised at a price that would not put a single person on Jobseeker or Youth Allowance in rental stress.[4]

The EHSSA membership have identified an increase of women presenting in Melbourne's eastern region because of family violence, coupled with a high presentation of young people and single people on very limited income. Centrelink recipients and those on low to medium income, are being forced out of the private rental market as there simply aren't enough homes within their affordability. Those seeking private rental often report of their experience in having applied for more than 50 rentals before success.

Lack of social housing

With more and more people struggling to afford the private rental market, the demand for social housing is outstripping supply. Even those given the highest priority face an average wait of 16.5 months.[5] Governments across Australia have reduced their investment in social housing. Consequently, as of March 2023, there are 58,131 households awaiting social housing on the Victorian Housing Register, including 31,158 households on the priority list[6]

Investment in social housing will help to alleviate housing stress for people on low incomes, and reduce the competition felt by households on middle incomes seeking private rentals. AHURI research has projected growth in demand for social housing to the year 2037, estimating that over 1.1 million social dwellings will be needed by that point. Simply preventing the existing problem from getting worse calls for nearly 15,000 extra dwellings a year to be built (290,000 homes) over the next 20 years. To eliminate the backlog as well would require an annual program averaging 36,000 units[7]

The Federal Government has also announced measures to increase the supply of social and affordable housing through the Housing Australia Future Fund, which will fund the build of 20,000 social dwellings by 2029. While the increase is to be applauded, Australia needs a massive and sustained increase in the supply of social housing if there are going to be enough homes for people on lower incomes.[8]

> **Recommendations**
> - Increase the current rate of Centrelink payments and Commonwealth Rent Assistance
> - Increase capital funding to the states and territories to grow social housing stock across the country by 300,000 units by 2037 and ensure it includes adequate and appropriate supply for people experiencing long term or recurring homelessness.

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[3] Vic.gov.au – Rental report -quarterly: Affordable lettings by LGA March 2023
[4] Anglicare Australia, 2023, Rental Affordability Snapshot; Regional Reports \ Fourteenth Edition, p.95.
[5] State of Victoria, 2023, Victorian budget 2023/24; Doing what matters – Service delivery, budget paper no.3. Victorian Government Melbourne, p.192
[6] Homes Victoria, 2023, Applications on the Victorian Housing Register (VHR)
[7] Lawson, J., Pawson, H., Troy, L., Nouwelant, R., and Hamilton, C. (2018) Social housing as infrastructure: an investment pathway, AHURI Final Report No. 306, Australian Housing and Urban Research Institute Limited, Melbourne, https://www.ahuri.edu.au/research/final-reports/306, doi:10.18408/ahuri-5314301.
[8] AHURI What is the difference between social housing and affordable housing - and why do they matter?

1.2. Targeted Prevention

Targeted prevention focuses on reducing homelessness risks for groups who are currently overrepresented among those without homes and people experiencing a life transition that puts them at risk of homelessness. [9]

The EHSSA recognises that homelessness services need to be better resourced to provide interventions that can prevent homelessness at the earliest stage that the risk of homelessness is identified. This means working with other social service providers outside of homelessness to identify common interventions such as the provision of family support, mental health supports, and tenancy and legal advice.

Women and children experiencing family violence
There is an increased need for a range of supports for women homeless as a result of their experience of family violence. In Melbourne's eastern metropolitan region homelessness services report that in 2021-22 over 51% of all clients presenting at an entry point had experienced family violence.

Implementing Intervention models such as *Safe at Home* that allows women to stay in their homes after family violence, while the People Using Violence (PUV) are the ones who must leave, would reduce the number of women and children needing to access the homelessness services. Other preventative measures could include an increase to Family violence brokerage for housing/accommodation and the inclusion of *Rapid Housing* models that provide short-term rental assistance to enter the rental market.

Children and young people
In 2021-22 in Australia, more than 272,000 people sought help from homelessness agencies. 62,560 of those clients presenting across Australia were under 18 years of age. That equates to one in four clients being children. Even more shocking is that 3,535 children presented unaccompanied and were under the age of 14 [10]

Better support and education in schools to identify and respond to children and young people at risk of homelessness and family violence is a key component of early intervention.

Access to support services for young people experiencing homelessness is required outside of the specialist homelessness sector with many young people not 'identifying' themselves as being homelessness. In Australia, in 2021–22, of the around 39,300 young people presenting alone, around 2,100 had all three of the selected vulnerabilities.
• 35% of young people experienced family and domestic violence.
• 13% of young people reported experiencing problematic drug or alcohol use.
• 48% of young people had a current mental health issue.

EHSSA members report that… *support for young people and people experiencing family violence is very important and is currently prioritised. However, we need more flexible support models to support young people. Currently funding is based on 3 months support for a few hours each week. Some young people need more intensive support or support over a longer period*.

Young people who have been in *out of home care* or youth justice are heavily over-represented among all young people experiencing homelessness. A 2021 study by the CREATE Foundation [11] (which represents young people who have experienced out-of-home care) found homelessness was common among people exiting the

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[9] Crisis UK, 75 ways to prevent homelessness, 2022
[10] Australian Institute of Health and Welfare, 'Specialist Homelessness Services Annual Report 2021-22'
[11] https://create.org.au/wp-content/uploads/2021/05/CREATE-Post-Care-Report-2021-LR.pdf

system. Almost 100 of the 325 sampled care leavers aged 18-25 experienced homelessness in the first year after their transition.

Aside from improving the supports needed for those exiting these systems there is work needed in preventing fewer young people entering them in the first place. Better resourcing of Family support services and mental health and AOD services, brokerage to support kinship or other alternative care, family mediation services and programs like Reconnect could all assist in the youth homelessness preventative space.

We need to ensure that there is secure, appropriate housing that includes wrap around support, available for all young people who are in need. Whether they are young people who are couch surfing, from the LGBTIQA+ community, have multiple complex needs, exiting the out of home care system or have experienced family violence.

First Nations Australians
First Nations peoples made up 28% per cent of all homelessness service users in 2021-22, despite making up 3.2 per cent of the Australian population. First Nations peoples are more likely to live in insecure or overcrowded housing, and experience intergenerational homelessness.[12]

The ongoing impact of dispossession means that First Nations Australians experience high rates of poverty; with one in three Aboriginal and Torres Strait Islander Australians living in poverty.[13] Alongside this, those that seek support are forced to navigate a complex service system, which often does not meet their needs. Where Aboriginal Community Controlled Organisations have been resourced to work with their communities to determine the solutions and programs to meet their own needs, it has been shown to improve service utilisation and achieve better outcomes.[14]

People exiting prison or acute health and mental health care
Many people within our community, who need ongoing support with disability or mental illness or recovery from significant trauma, do not receive support. Consequently, they are highly vulnerable to becoming chronically homeless. Often the pathway from exiting acute health, mental health facilities or prison is directly into the homelessness service system. A focus on *housing planning* from intake through to discharge and better support available for those exiting or transitioning from these services has proven to be beneficial. One of our EHSSA member organisations has homelessness workers based in prisons around Victoria and support people with this transition. They report success with the program, although outcomes would be greatly improved if they had access and opportunity to refer to programs promoting Housing First, and specialist 'step-down' supported housing models.

[12] Australian Institute of Health and Welfare, 'Specialist Homelessness Services Annual Report 2021-22: Indigenous Clients', 2021
[13] 7 Markham, F., and Biddle, N., 2018, Income, Poverty, and Inequality; 2016 Census Paper 2, Centre for Aboriginal Economic Policy Research, ANU College of Arts & Social Sciences, Australian National University, p.16.
[14] Behrendt, L., Jorgensen, M., and Vivian, A., 2016, Self-Determination: Background Concepts, Scoping paper 1 prepared for the Victorian Department of Health and Human Services, for State of Victoria, Department of Health and Human Services, Melbourne, pp. 12-15

> **Recommendations**
>
> - Further resource homelessness services to provide interventions that prevent homelessness at the earliest stage that it's identified.
>
> - Increase funding to homelessness services to better support women homeless as a result of family violence and expand already successful early intervention models.
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> - Develop a specific Youth Homelessness Action Plan that delivers effective rapid response and ongoing housing and support interventions that meet the specific needs of children and young people.
>
> - Develop a homelessness prevention approach across government programs that create better outcomes for highly vulnerable groups, including people experiencing chronic homelessness, those exiting acute health or mental health facilities or prison, and for young people leaving care or unable to live at home.
>
> - A focus on *housing planning* from intake through to discharge for those exiting acute health, mental health facilities or prison and better support available for those exiting or transitioning from these services.
>
> - A plan that includes self-determination for First Nations people to strengthen services delivery for Aboriginal and Torres Strait Islander people and consults directly with them to identify the most appropriate and effective programs and approaches.

1.3. Crisis Prevention

Crisis prevention aims to prevent an experience of homelessness for someone at imminent risk of homelessness, such as someone who has received an eviction notice, been told to leave their family home, forced to leave due to family violence or who is leaving a health or justice facility and has nowhere to go.

In Australia, among those clients who presented at a homelessness service, whose housing status was known at the beginning of their first support period in 2021–22, most clients (56% or around 140,000 clients) were at risk of homelessness rather than homeless. [15]

In Victoria 2021-22, 31.5% of all homelessness clients (85,915 people) were seeking homelessness assistance to sustain a tenancy or prevent eviction.[16]

Programs such as *Private Rental Assistance Program (PRAP)* and PRAP+ provide people at risk of or experiencing homelessness with financial and practical assistance to establish and maintain private rental tenancies. They provide an essential service that assists in homelessness prevention.

Tenancy Plus supports at risk social housing tenants who are at high risk of tenancy failure to establish and sustain their tenancy. Another is the *Tenancy Assistance and Advocacy Program (TAAP)* who are funded by Department of Justice to assist private renters with information and advice about changes, difficulties and disputes with their private rental agreements and their rights and responsibilities.

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[15] Australian Institute of Health and Welfare, 'Specialist Homelessness Services Annual Report 2021-22
[16] Australian Institute of Housing and Welfare (AIHW) 2022, Specialist homelessness services: Monthly data, August 2022, www.aihw.gov.au/reports/ homelessness-services/specialist-homelessnessservices-monthly-data/data

Programs such as these provide advice about paying rent and bills - including information on rental arrears, rent in advance and bonds. There are important linkages with programs such as PRAP which can assist with rent arrears. The focus is on providing advice about their rights as a tenant as well as appropriate support to reduce the risk of being evicted.

The type of support provided through programs such as Tenancy Plus and TAAP can be very time consuming and requires specialist skills. Workers need a thorough knowledge of the Residential Tenancies Act and support people to navigate a myriad of issues such as landlord/Real Estate agent conflict and neighbourhood disputes that may be threatening their tenancy. Support can also involve responding to complex issues involving family violence, legal issues, mental health, AOD and child protective concerns.

Extensions of these early intervention programs is what's needed to meet demand as well as the exploration of different innovative models. Our members also recommend a review of the current funding model considering the housing affordability crisis. A PRAP provider in our region says ....*we're seeing more people seeking assistance from the middle income band....with a steady increase in the number of people presenting and the increase of rent/bonds etc, we'll need to cap our brokerage response to ensure we're reaching as many people as we can.*

An increase in the Commonwealth Rent Assistance would also assist those on low incomes with the ever-increasing cost of living. Meaning less people needing to access financial assistance from services. Missing opportunities to prevent homelessness further exacerbates pressures on services, as people who lose their home then need even more support to find another home.

Recommendations
- Extensions of the already successful early intervention programs such as TAAP, PRAP(+), Tenancy Plus, including a review of current funding models.

- Explore different innovative models that prevent those at imminent risk of homelessness

- Increase Commonwealth Rent Assistance to assist those on low incomes to maintain their tenancies.

2. Homelessness services

While prevention is the most effective way to reduce the numbers of people who become homeless, specialist homelessness services also need to respond to people who do lose their homes. They play a critical role in supporting people who are at risk of or experiencing homelessness to access housing, overcome the barriers to keeping a home, and foster connections to the physical, personal and community resources.

Much of the work of specialist homelessness services involves responding to people who have already lost their homes. The demand for this support far exceeds the capacity of services to respond, and the growing housing crisis is making demand pressures worse.

2.1. An under-resourced system

In 2021-22, just over 14,253 people in Melbourne's eastern region and 102,000 people in Victoria, sought assistance from a Specialist Homelessness Service (SHS). However, in the same year, Australian homelessness services turned away on average 300 people every day[17] because the system could not meet their housing need at the time.

Homelessness Services rely on the Housing Establishment Fund (HEF) as their main source of funding and is primarily used to accommodate people in short stay temporary accommodation options, such as motels. Having not been significantly increased since its inception, the HEF is insufficient to be effective. The consequence of operating with insufficient funding is that services often need to ration support and access to housing and accommodation and as a result many people in need of support are unable to get the support they need. Many highly vulnerable people are being turned away from homelessness services without receiving immediate crisis support or at best receiving very minimal support.

One of our EHSSA members says …. *we are so overwhelmed that we have insufficient resources to meet the demand. We see more than four times the number of people we are funded to support and don't have the time and resources to provide an adequate response.*

2.1.1. Consequences for clients

Inability to respond effectively to Family Violence

Homelessness services have an increased demand to assist women, children and young people escaping family violence with no extra funding or housing options. There has been no additional resource allocation to homelessness services as a result of the royal commission into family violence. Consequently, Victim survivors of family violence not requiring high security family violence refuge who seek support from homelessness services, often cannot be assisted and sometimes return to the Person Using Violence (PUV) as a result. This places people at risk of further harm and adds an extra burden to an already overloaded homelessness service system.

Inadequate response for singles

The EHSSA recognises that the practice of prioritising funding for women and children means that the response and support they can offer single adults over 25 is extremely limited. Many singles are forced to choose between an unsafe rooming house and sleeping rough.

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[17]Australian Institute of Health and Welfare, 'Specialist Homelessness Services 2021-22: Annual report'

Although people sleeping rough comprise only 7% of those homeless on any given night, and 16% of people accessing homelessness services[18], this is a highly vulnerable group. Whilst some people sleeping rough just have an unmet housing need, there are others that have more complex needs. Assertive outreach programs in our area are sorely underfunded to meet the high demand. Research has identified that to end rough sleeping, solutions need to be housing led, offer person-centered support and choice, take swift action, employ assertive outreach, address wider support needs, and cross sector collaboration.[19]

Rooming Houses and caravan parks are also a poverty trap, as residents typically pay more than 50 per cent of their household income in rent. This makes it almost impossible to pay their bills and food, let alone save, to support moving out to more appropriate and safe housing. In the eastern metropolitan region, the number of emergency accommodation properties is diminishing with rooming houses, motels and caravan parks being purchased for property redevelopment.

Impacts on Children and Young People

SHS services are often forced to house accompanied children for extended periods in inadequate emergency accommodation such as motels. In motels there are limited cooking facilities as well as limited space to play and no privacy. The cost of motels also drains the limits resources of Homelessness services. When there is no funding allocation left to fund motel options, families often resort to sleeping in their cars or staying in unsafe, overcrowded environments.

2.1.2. Impacts on the service system

Increases in the numbers of people who cannot be assisted by Homelessness services places pressure on other service systems such as acute health and mental health, family violence, child protection and justice services.

Homelessness services staff are mindful of the growing waiting lists or waiting times to access a worker just to get an assessment completed.

The EHSSA members often discuss the increased need to use demand management strategies, such as imposing limits on accommodation stays, length of support, and brokerage allocations.

Funding uncertainty for these services is one of their biggest challenges. They are often juggling short term contracts, last minute funding announcements and uncertain continuation of funding for existing programs. This results in job insecurity for staff and higher levels of turn over. It disrupts service delivery with inconsistent support to clients with management and teams being caught in the continual cycle of recruitment and induction.

Recommendations

1. Increase HEF funding to Homelessness Services so they can effectively meet the needs of all people at risk or experiencing homelessness.

2. Build more social housing to alleviate the blockages in our homelessness response system.

3. Extension of successful housing first models that support and house our most vulnerable.

4. Adequately resource assertive outreach programs allowing them to implement proven housing led approaches when working with people sleeping rough.

5. Build more purpose-built single bedroom properties that provide people with wrap around support.

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[18] ABS Census 2021

[19] [13] Mackie, Johnsen and Wood, Ending Street Homelessness: What Works and Why We Don't Do It , European Journal of Homelessness _Volume 13, No. 1, 2019

3. Solutions needed to achieve rapid and sustained exits from homelessness

With the lack of housing options available to those experiencing homelessness the SHS services are reduced to utilising substandard emergency accommodation, (such as motels and rooming houses), limited medium term transitional housing, and extremely limited longer-term housing. A person's progression through these options has become increasing difficult with the lack of longer-term housing causing bottle necks in the system.

A person or family may not have the option of moving from crisis accommodation into transitional housing because there are no vacancies. Transitional housing is at capacity because there are limited opportunities to move to social housing or private rental. This puts pressure on our Homelessness entry point/access points who are at the front end of a system that is blocked. The result for people is that they become stuck in a damaging merry-go-round of poor-quality accommodation and homelessness that re-traumatises them, resulting in an intensification of mental ill health and economic exclusion. Too often this further entrenches homelessness, rather than providing a pathway out of homelessness.

Housing led approaches seek to minimise the harm of homelessness by rapidly rehousing people, and providing the support needed to address issues that increase future risk of homelessness. At a system level this can only be achieved with adequate access to affordable and appropriate housing, and sufficient capacity to provide the support people need when they need it.

As an alternative to the traditional homelessness services model, *Housing First* is an effective, rights-based intervention for people with multiple and complex needs. It provides permanent, independent housing and flexible, wrap-around support services. By providing a home immediately and with the necessary support, Housing First gives people with complex needs more choice and control over their lives and ultimately a genuine chance of breaking the cycle of chronic homelessness.[20]

Lastly, the EHSSA would like to emphasise the importance of including the voice of those with lived experience in all that we do. People who have experienced issues like homelessness and housing instability are experts of their experience and have valuable and valid perspectives, ideas, opinions, and critiques that can improve housing and homelessness services, policy and practice.[21]

Recommendations

- Include in the NHHP programs and solutions that promote Housing led approaches.

- Fund Housing First approaches and new programs to include stepped out meaningful support to address long-term and recurring homelessness.

- Increase funding to housing and homelessness services to enable them to implement the recommended NHHP.

- Increase funding for case management support and more flexible support models.

- Promote the value, and develop ways, of including the voice of those with lived experience in the improvement of housing and homelessness services, policy, and practice.

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[20] Homeful, Exploring housing-led approaches to resolve and prevent homelessness, Chartered Institute of Housing UK, 2021
[21] Martin, personal communication

4. Summary of Recommendations

- Increase the current rate of Centrelink payments and Commonwealth Rent Assistance.

- Increase capital funding to the states and territories to grow social housing stock across the country by 300,000 units by 2037 and ensure it includes adequate and appropriate supply for people experiencing long term or recurring homelessness, including purpose-built single bedroom properties with wrap around support.

- Further resource homelessness services to provide interventions that prevent homelessness at the earliest stage that it's identified and explore different innovative models that prevent those at imminent risk of homelessness.

- Increase funding to homelessness services to better support women homeless as a result of family violence and expand the already successful early intervention models.

- Develop a National Specific Youth Homelessness Action Plan that delivers effective rapid response and ongoing housing and support interventions that meet the specific needs of children and young people.

- Develop a homelessness prevention approach across government programs that create better outcomes for highly vulnerable groups.

- Adequately resource assertive outreach programs allowing them to implement proven housing led approaches when working with people sleeping rough.

- A focus on *housing planning* from intake through to discharge for those exiting acute health, mental health facilities or prison and better supports available upon their exit.

- Value and promote self-determination for First Nations people to strengthen services delivery for Aboriginal and Torres Strait Islander people and consults directly with them to identify the most appropriate and effective programs and approaches.

- Extensions of the already successful early intervention programs such as TAAP, PRAP(+) and Tenancy Plus, including a review of current funding models.

- Increase funding to Homelessness Services so they can effectively meet the needs of all people at risk or experiencing homelessness.

- Extension of successful housing first models that support and house our most vulnerable.

- Provide more stability to the workforce by reviewing how services are funded and eliminating short term contracts.

- Build more social housing to alleviate the blockages in our homelessness response system.

- Ensure the inclusion of programs and solutions that promote Housing led approaches.

- Increase funding to housing and homelessness services to enable them to implement the recommended NHHP.

- Promote the value, and develop ways, of including the voice of those with lived experience in the improvement of housing and homelessness services, policy, and practice.