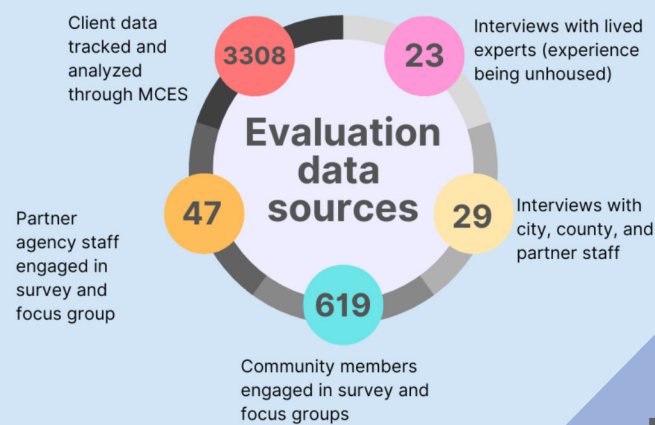# Evaluating Reaching Home

In 2012, the City of Missoula and Missoula County adopted *Reaching Home: Missoula's 10-Year Plan to End Homelessness*, in an effort to build a common vision and collective strategies for preventing and responding to houselessness and housing insecurity in Missoula.

At the end of the plan's 10 years, the City of Missoula was interested in understanding the progress the city and its partners have made and the areas for continued improvement to address houselessness in the community.

An evaluation of the *Reaching Home* program was conducted based on many sources of information:

Evaluation data sources

- **3308** Client data tracked and analyzed through MCES
- **23** Interviews with lived experts (experience being unhoused)
- **29** Interviews with city, county, and partner staff
- **619** Community members engaged in survey and focus groups
- **47** Partner agency staff engaged in survey and focus group

THE BUILDING BLOCKS OF REACHING HOME

2012 — *Reaching Home* adopted by City of Missoula and Missoula County

2016 — Reaching Home moves to City of Missoula management

2017 — Missoula Coordinated Entry System (MCES) launched

2021 — Operation Safe Shelter launched

2022 — Evaluation of *Reaching Home*

The city and partners did not "end homelessness" in Missoula, but *Reaching Home* has helped to build a strong foundation to guide the community's work to address houselessness and support better outcomes for those experiencing houselessness and housing insecurity.

PUTTING THE 10-YEAR PLAN INTO ACTION

SERVICES WORKING TOGETHER

Missoula Coordinated Entry System (MCES) was successfully put in place and is continually getting better, but there is room to improve participation and data quality.

The City of Missoula and direct service providers are working together under a common goal.

The City and partners have made a lot of progress in growing the number of shelter options available to Missoulians experiencing houselessness, but there is still a gap in services to prevent people from becoming unhoused and to help them keep their housing.

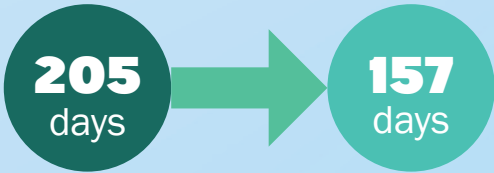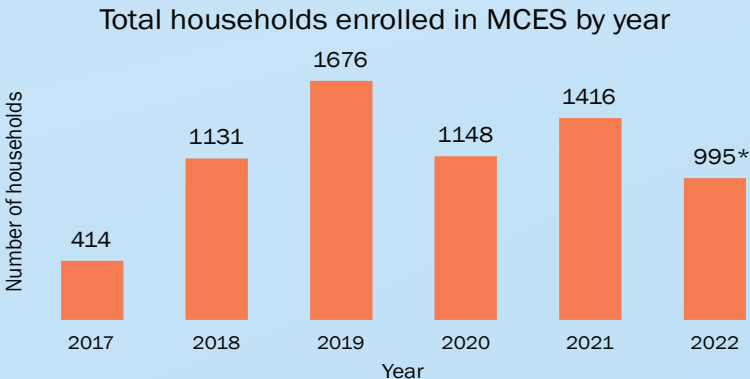## HOUSELESS PREVENTION & RAPID RE-HOUSING

RANGE OF HOUSING OPTIONS

The city and partners are working to grow the number of options available to Missoulians for housing, but having enough housing options to meet the many needs of the community remains one of the biggest gaps today.

> *"Reaching Home and Coordinated Entry brought us all together to work as a team instead of individually. We're not stuck fighting for our folks individually.* – Direct service provider

40+
Partner agencies engaged in MCES today

Total households enrolled in MCES by year

Year	Number of households
2017	414
2018	1131
2019	1676
2020	1148
2021	1416
2022	995*

205 days → **157** days

Average number of days that clients spend in MCES has decreased from 205 in 2019 to 157 in 2021

*MCES started in July 2017 and data for 2022 is partial; Data was provided from July 2017 to June 2022