

Housing Stability Task Force

# Lessons Learned from Previous Disasters

August 11, 2020



connective

Connective: A disaster recovery & preparedness system for the Texas Gulf Coast Region.

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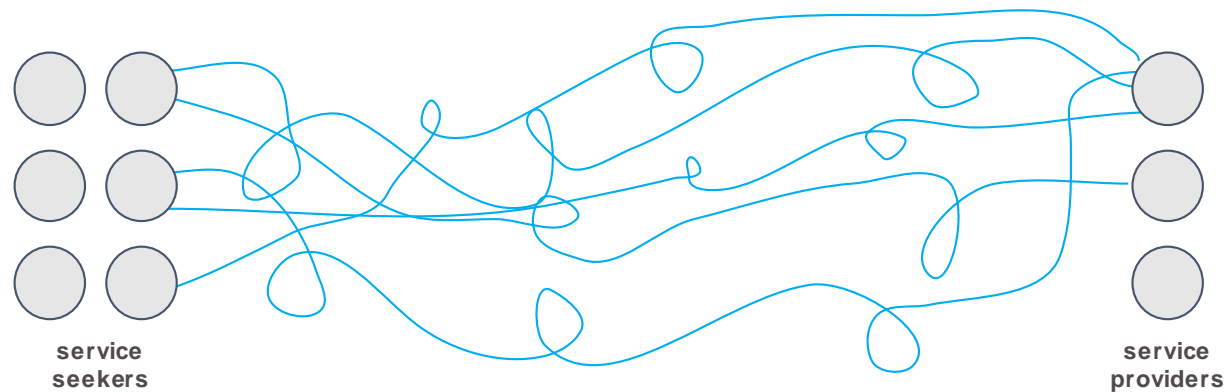
Connective provides coordinated recovery for communities in need, and does so through building human-centered intake & application processes, tech-enabled coordination tools, and streamlined data analysis.

Connective organizes and coordinates these resources in cooperation with our partners and local communities.

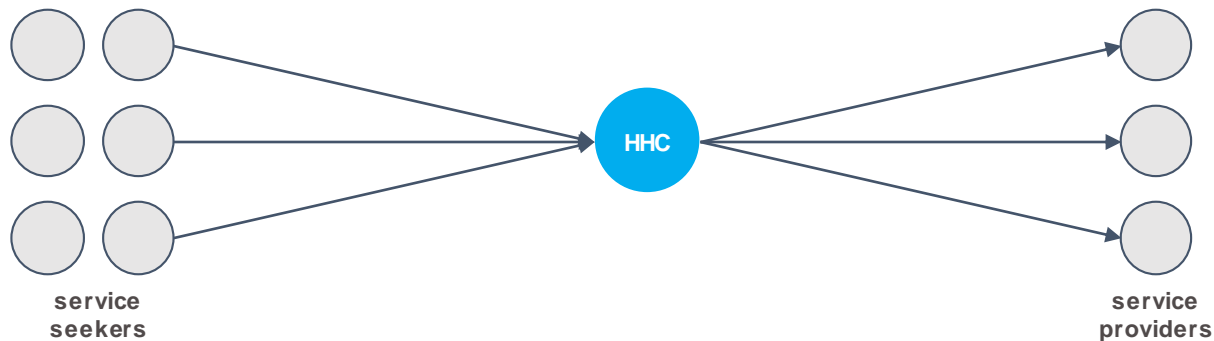


# After Hurricane Harvey...

**what we saw:** social services system is extremely hard to navigate for both seekers & case managers



**our response:** Harvey Home Connect pilot program, a common application & trusted guide for nonprofit home repair in Greater Houston



# Other pain points from previous disasters & disaster funds

## INTAKE & ACCESS

- Long waitlists & unclear nonprofit capacity to serve new clients
- Overwhelmed intake, leading to poor customer service
- Lack of close the loop
- Difficult applications
- Gaps in people served (by geography, by population)

## COORDINATION

- Lack of coordination and warm referral processes between different types of service providers
- Redundancies/duplication of effort serving the same people

## DATA MANAGEMENT

- Challenges w/ reporting & data management
- Lack of system data to drive agency and funder decision-making and advocate for more resources



# Some Top Lessons Learned from Previous Disasters



1

Serious gaps in affordable housing services hinder recovery. We need...

...more housing counseling resources to assess the best sustainable living situations for clients

...more options and more clarity around existing options for affected households (e.g. temp housing, re-location, land trust, refinancing, etc.)

...deferred maintenance repair programs between disasters



2

## Human-centered design that puts our clients and service providers first

- Use design thinking: interviews, focus groups, & continuous customer surveys (net promoter scores)
- Treat partners & service providers like clients



## Innovation requires agility

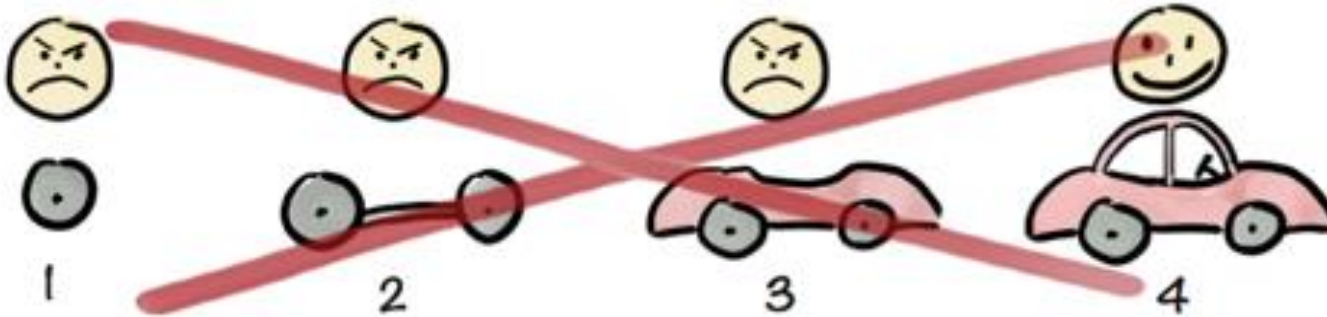
- Having accessible data allows for adjustments in rapidly changing recovery environments
- Be agile and quick to prototype



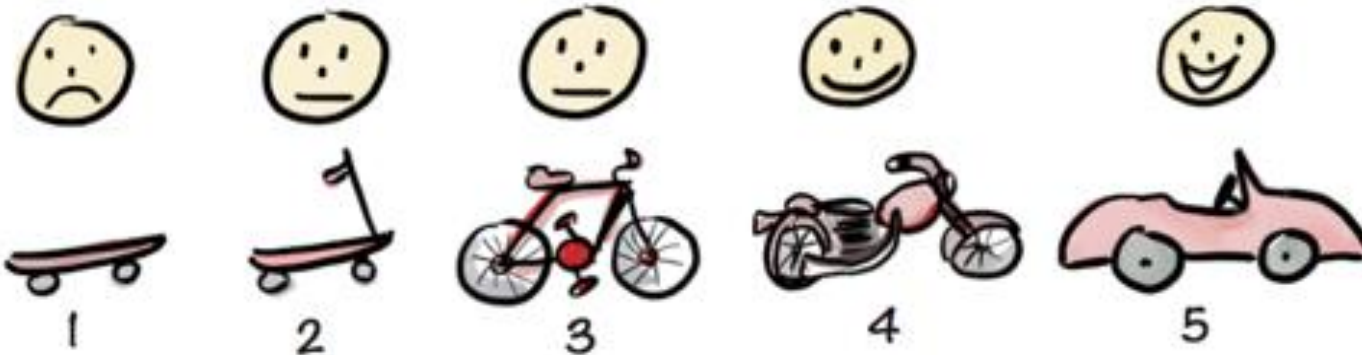


# Agile Process

Not like this....



Like this!



## System-wide views can remove barriers to large groups of clients

- After Harvey, 12% of nonprofit home repair clients were on the path to foreclosure. So we established a home preservation fund to bring them up to date before proceeding with repairs
- Lack of data-sharing agreements and infrastructure limits collaboration and detracts from client experience



# Other lessons

5 Uncertainty causes stress. People have enough uncertainty during disasters. Decision-makers and service providers should reduce uncertainty rather than increase it.

6 True collaboration is hard and takes significant investment and compromise

7 Connections with other resources (mental health supports, legal services) are necessary for serving vulnerable clients





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