



KEY FINDINGS ACROSS PHASES 1 AND 2 OF THE HOUSING FIRST EVALUATION AND RAPID REHOUSING REVIEW, AND OUR RESPONSE

Evaluation and review findings	HUD response to findings
<ol style="list-style-type: none"> 1. Housing First (HF) and Rapid Rehousing (RR) are contributing to the Homelessness Action Plan’s vision by enabling government-funded support focused on meeting the needs of people experiencing homelessness. 2. Interviewed individuals and whānau engaged in HF and RR reported programme experiences that mainly aligned with Housing First’s core principles. 3. The HF and RR programmes support whānau Māori along the early stages of the MAIHI Ka Ora Māori housing continuum.¹ 4. Work is occurring to improve alignment between the programmes’ service delivery, Te Tiriti obligations and MAIHI Ka Ora. One example of this is He Ara Hiki Mauri. 5. Housing First and Rapid Rehousing are transforming lives. Interviewed HF/RR individuals and whānau experienced improved physical and mental 	<p>HUD acknowledges these positive findings.</p>

¹ **He Whare Āwhina, He Haumarū:** The programmes support whānau Māori with housing insecurity to address their immediate needs. **Kāinga Pūmanawa:** The programmes also contribute to housing security and permanence by offering accommodation with no prerequisite requirements (e.g., sobriety). **Pā Kari:** Few whānau Māori are moving toward housing independence due to limited permanent housing solutions, lack of readily available wraparound services and anxiety over the permanence of their current housing arrangement.



<p>wellbeing, enhanced social relationships, steps toward their aspirations, and personal growth. They attributed their outcomes to the programmes and did not believe they would have gotten to where they are without them.</p>	
<p>6. The lack of housing and readily available wraparound services is limiting consumer choice/self-determination/rangatiratanga of Housing First and Rapid Rehousing whānau. Other factors limiting rangatiratanga included the open-ended nature of HF support (e.g., ambiguity of agreed programme graduation processes).</p>	<p>HUD continues work on increasing housing supply.</p> <p>HUD is working to enhance wraparound services. Our current cross-agency work focuses on increasing access to healthcare for people experiencing homelessness, recognising it as a key structural barrier to access to services.</p> <p>Longer-term actions in the Homelessness Action Plan (HAP) – see also below – are also aiming to improve access to healthcare and other wraparound support services for people at risk of or experiencing homelessness.</p> <p>HUD is considering how to strengthen programme design in ways that better enable rangatiratanga, self-determination and consumer choice. Part of this work may include a future service review and potential redesign of these programmes.</p> <p>Graduation processes and criteria for no longer receiving HF/RR support requires further clarification. Following Phase One of the Evaluation, HUD introduced open term IRRS agreements for HF/RR providers which allows housing funding to extend past service agreement funding, provided that participants are still housed, thereby removing a perceived barrier to graduation. Some providers have already developed practice guidance around graduation that can be considered as part of a</p>



	<p>national-level response that enables enough flexibility to accommodate different operational and service delivery models.</p>
<p>7. There are various structural and operational barriers to more effective programme delivery. Structural barriers include access to housing stock, a lack of alcohol and other drugs (AOD) services, prejudice and racism from a range of organisations and individuals against clients, and not enough information sharing between agencies. Operational barriers to more effective programme delivery include challenges with negotiating roles and responsibilities within collectives and resource-intensive reporting requirements.</p>	<p>HUD acknowledges that ongoing structural and operational barriers to more effective programme delivery exist.</p> <p>The HAP is one of the responses to address these structural barriers, including prejudice and discrimination (see more about this below). Actions within the system enablers area of the HAP are supporting local initiatives, working to build kaupapa Māori approaches and the capacity and capability of Māori and iwi providers and building a strong information-sharing and evidence base across organisations.</p> <p>Beyond the HAP, HUD is strengthening system supports by exploring ways of building more innovative housing solutions into potential additions to existing or future HF/RR contracts. We are also continuing to focus on delivering our GPS-HUD and MAIHI Ka Ora work programmes to help respond to key system issues and resolve underlying causes of the housing crisis.</p> <p>HUD is addressing operational barriers through several channels. HUD is continuing to improve the ways in which we share and exchange information with our contracted providers, including those providers delivering Housing First and Rapid Rehousing. For example, the Property and Provider Management System (PPM) project underway at HUD will allow providers to report information on their contracted services directly through a web-based interface. We are also engaging in work to improve our current reporting templates to</p>



	<p>make it easier for providers to report standardised, quality information. Alternative approaches to developing new and existing collectives between providers are also being considered.</p>
<p>8. The number of kaupapa Māori and iwi providers delivering Housing First and Rapid Rehousing programmes was seen to be insufficient to meeting the number of Māori experiencing homelessness.</p>	<p>HUD acknowledges more work is required to better meet the needs of Māori experiencing homelessness.</p> <p>One action being taken to improve Māori housing outcomes includes HUD's \$24.7 million investment in December 2022 to support delivery of He Ara Hiki Mauri – a tangata whenua-led response to homelessness. Arohanui ki te Tangata is leading the delivery of He Ara Hiki Mauri supported by Te Matapihi. He Ara Hiki Mauri creates the opportunity for Māori governance and leadership in developing Māori-led local housing solutions. An evaluation of this trial response is being designed.</p> <p>Beyond He Ara Hiki Mauri, Housing First and Rapid Rehousing have an important role in supporting the immediate and short-term needs of whānau Māori and the diversity of whānau who experience homelessness.</p> <p>HUD is committed to strengthening this role, and is currently identifying programme-specific policy, design, and implementation improvements to better meet the needs of Māori experiencing homelessness. This includes continuing to:</p> <ul style="list-style-type: none">• invest in and work in partnership with Arohanui ki te Tangata and our Māori and iwi housing providers;• support non-Māori providers to continue to build their cultural responsiveness to Māori;



	<ul style="list-style-type: none">• improve service delivery and contract specifications concerning performance measurement; and• share Housing First and Rapid Rehousing learnings across providers through platforms such as homelessness sector services (HSS), delivered by Te Matapihi (a peak body representing Māori housing interests) and Community Housing Aotearoa (a peak body for New Zealand’s community housing sector) and the first National Community of Practice which has recently been re-initiated and is coordinated by the Auckland Housing First Collective’s backbone organisation.
<p>9. Housing First and Rapid Rehousing providers, individuals and whānau noted growing but less visible groups experiencing homelessness (e.g, women, whānau with children, Pacific Peoples, younger people and rangatahi, older people, people who identify as LGBTQIA+ or takatāpui, refugees, migrants).</p>	<p>Further consideration is needed regarding whether Housing First or Rapid Rehousing is adequately and appropriately meeting or can meet these groups’ needs.</p> <p>As above, HUD is addressing operational barriers through several channels. For example, the \$20 million allocated in Budget 2022 for the expansion of Rangatahi Transitional Housing will offer a much greater number of places to be made available for those under 25 years of age. Similarly, the new Supported Accommodation Service for rangatahi with higher and more complex needs will also address homelessness for a growing cohort.</p> <p>MSD, supported by HUD, is leading a HAP action to develop further responses for groups with a higher risk of experiencing homelessness. The groups identified for this work are disabled people, older people (50+ years), ethnic communities, Pacific Peoples, and LGBTQIA+ people. This work will identify</p>



early intervention/prevention opportunities for these groups, while also recognising the drivers for these groups being at higher risk.

HUD has also secured funding to bolster homelessness outreach services for rough sleepers as well as less visible forms of homelessness including overcrowding and inadequate housing. This service is expected to support less visible groups experiencing and at risk of homelessness and is expected to be established by mid-2023.

HUD acknowledges further consideration is needed for ways of embedding a Pacific-based framework into the HF and RR programmes. HUD is bolstering its internal capacity to establish a stronger Pacific work programme. Further progress towards a stronger Pacific Peoples focus is expected as part of the [Fale mo Aiga Pacific Housing Strategy 2030](#) collaboratively lead by the Ministry for Pacific Peoples, Kāinga Ora and HUD.