



## **Homeless Services Network Minutes January 23, 2014**

### **Voting members present:**

Kelly Lynn	Peter Safir	Dr. Pat Krikorian	Diane Thompson
Pat Adair	Bill Brown	Traci Carter	Toni Marciano
Kathy Gauger	Carmen Goodman	Kenneth Schorr	Stephanie Wheless
Meg Robinson Arnold	John Burns	Brandon Lewis	Rebecca Thomas
NicoleDewitt	Ted Fillette	Brad Goforth	Amanda Coker
Pamela Jefsen	Laura Prevatt		

### **Guests present:**

Keonna McDougold	Nicole Brantley	Ronnie Edosomuam	Evelyn Poe
Jamie Blakeney	Charisse Byron	Sarah Milborne	Charretta Ford

### **Victories:**

- Charlotte City Council approved a 70-unit affordable housing complex in the Weddington area. This will be the first major complex built in a higher-income, suburban neighborhood.
- The Warming Stations, led by the county, Charlotte-Mecklenburg Emergency Management and the American Red Cross, have proven very effective in preventing weather related emergencies for the street homeless.
- Samaritan House is now opened in Asheville
- North Carolina's Affordable Care Act enrollments are way up. We're 3<sup>rd</sup> in the country behind Texas and Florida compared to states that don't have a state-run process.
- Crisis Assistance Ministry just wrapped up a successful Moving Ministry Pilot. More details to come.

### **Membership Recommendations:**

- There were no membership recommendations this month.

### **Approval of Minutes:**

- Minutes were voted on and approved.

### **HSN Vision and Strategic Plan 2014 – Next Steps**

- John Burns facilitated a discussion with the HSN members. During the strategic planning session, several members indicated that the HSN consider becoming a more formal, 501c3 non-profit organization with a clear focus on advocacy. A committee was formed to examine best practices and determine what the next steps will be moving forward. Committee members include: John Burns, Pam Jefsen, Kelly Lynn, Tony Marciano and Peter Safir. The committee will present to the HSN membership for an up or down vote.

### **HSN Website Update**

- Kelly Lynn shared that by February, we should be able to look at the website. Kelly also announced that the Knight Foundation has awarded the HSN a \$5,000 grant for the redesign.
- More information will be shared in February about forming a website committee

### **Committee Updates**

- The Advocacy Committee did not meet in December or January, but did play a role in support of the Weddington affordable housing unit. Members of the advocacy committee attended the city council meeting in January.
- Deronda Metz will continue to lead the COSH Committee meetings. As a reminder, meetings are held the 1<sup>st</sup> Tuesday of every month at 12 noon at the Salvation Army Center of Hope. February's meeting will be held on Feb. 11.
  - Once coordinated assessment process begins, COSH will begin working on finding gaps and addressing them to assess what is working and what is not

### **CoC/Coordinated Assessment Update**

- The CoC is in process of completing HUD's funding application for Continuum of Care dollars. The application will be submitted Feb. 3<sup>rd</sup> and should now the dollar amount in late spring. The request is for \$3.7 million, which included 4 new permanent housing projects.
- Agencies who were interested in being a site to host coordinated assessment staff and/or have staff complete assessments are in the process of completing the application process. Decisions will be announced March 7<sup>th</sup>.
- The CoC will not meet in February.

### **Point in Time Count**

- This year represents a new approach to the count in order to gain a more in-depth and accurate accounting of the street and chronically homeless populations in the community. Interviews took place on Jan. 28 and the count was conducting on Jan. 29.

### **Upcoming Meetings:**

- Meetings are held the 4<sup>th</sup> Thursday of the month except in November and December
- Please email any membership recommendations to [kmparker@achildsplace.org](mailto:kmparker@achildsplace.org)

**Meeting adjourned. The next meeting will be Thursday, February 27th @ 8:30, Hope Haven.  
(Submitted by Laura Prevatt)**



## **Homeless Services Network Minutes February 27, 2014**

### **Voting members present:**

Sabrina Glenn-Sturdivant	Keshia Sandridge	Dearsley Vernon	Tony Marciano
Carmen Goodman	Branden Lewis	Bill Brown	Kirsten Sikkelee
Stephanie Wheless	Pat Adair	Pat Krikorian	Peter Safir
Laura Prevatt	John Burns	Alice Harrison	Amanda Coker
Loretta Tillman	Ted Fillette	Kelly Lynn	Liz Clasen-Kelly

### **Guests present:**

Ashley Williams	Mackie Johnson	Ellen Tacher	LaShonda Bryant
Laurelty Gibbons	Phyliss Pickens		

### **Victories**

#### **Point-In-Time Count**

- Liz Clasen-Kelly presented a PowerPoint with the Street Homeless Census from 1/28/14 to 1/30/14. There were 15 teams across the entire county, and they used 100 volunteers including police. It happened Tuesday am, Wednesday pm, and Thursday am. The focus was on camps, uptown streets, and soup kitchens.

Findings included the following:

- Total people identified = 171
- 165 adults; 6 children
- 162 single adults; 3 families

Comparable Data Points

- 2013 PIT = 283 unsheltered individuals (using police estimates)
- 2010 Vulnerability Index = 267

Age Breakdown

- 7 adults between 18 and 24
- 12 adults older than 60

Length of Time Homeless

- Less than one month = 16 (10%)
- Between one month and one year = 23 (15%)
- Over one year = 114 (75%)

Health Findings

- 50 people to the ER at least once in 3 months; total of 128 visits
- 38 people hospitalized in last year; total of 56 hospitalizations
- Estimated annual bill = \$650,000
- Reported mental illness = 63
- Reported substance abuse use = 83

- Reported a dual diagnosis = 42
- 49 people reported the following physical health issues:
  - Weather-Related Injuries = 16
  - Diabetes = 12
  - Hep C = 6
  - Cancer = 4
  - HIV = 2
- 50 people identified as “vulnerable”

#### Next Steps

- Only 41 people indicated there was a social worker or outreach worker that they trusted
- Will repeat process when warmer
- New outreach efforts

#### Overall Point-in-Time Count Numbers

- Total # of Homeless Individuals = 2014; down 16% from 2009
- Total # of Homeless Families = 280; up 56% from 2009
- Total # of Chronically Homeless = 203; down 22% from 2009
- Total # of Homeless Veterans = 157; down 10% from 2010

#### Treasurer’s Report

- John Burns reported no change in income or expenses.

#### Committee Updates

- The Advocacy Committee meets the 3<sup>rd</sup> Tuesday of the month at 3:30 pm at Supportive Housing Communities located at 2120 N. Davidson Street, Charlotte. The advocacy co-chairs were not present at this time of the meeting so there was no update.
- Deronda shared the notes from the last Coordination of Services and Housing (COSH) Committee meeting. They went over the following: coordinated intake assessment updates; Charlotte Housing Authority updates; staffing difficult cases; gaps in services.
- There was no Continuum of Care meeting in February.

#### Strategic Plan Update

- John is still working on pulling together a subcommittee to work on the next steps for the strategic plan.

#### HSN Website

- Kelly passed out a two-pager with the purpose, outcomes and next steps for the HSN website redesign. She also outlined the streamlined web content process.

#### Upcoming Meetings:

- Meetings are held the 4<sup>th</sup> Thursday of the month. Next month’s meeting is Thursday, March 27, 2014 at Hope Haven Inc. Conference Center located at 3815 N. Tryon Street, Charlotte.
- Please email any membership recommendations to [kmparker@achildsplace.org](mailto:kmparker@achildsplace.org).

**(Submitted by Kelly Lynn)**



## Homeless Services Network Minutes March 27, 2014

### Voting members present:

Diane Thompson	Carmen Goodman	Kelly Lynn	Debbie Wolfe
Pamela Jefsen	Brad Goforth	Terry Ellington	Amanda Coker
Men Tchaas Ari	Peter Safir	Mary Gaertner	Kenneth Schorr
Tony Marciano	Sharon Kugelmass	Helen Lipman	Alice Harrison
Nicole DeWitt	Fran Mathay	Dearsley Vernon	Traci Cessna Carter

### Guests present:

Patricia Krikorian	Tshima Kirkland	Mackie Johnson	Joel Segal
Ashley Williams	Phyllis Pickens	Ellen Tacher	Branden Lewis
Rebecca Thomas			

### Victories:

- An article on Moore Place was released that offered a positive perspective on Moore Place based on the statistics of the project.
- The 1<sup>st</sup> annual report by the Institute for Social Capital will be released on April 4. The report will capture 10 years of historical data.
- The Samaritan's House model has been replicated in Michigan.

### Shelter Plus Care Program

- Roxi Johnson and Helen Lipman discussed the ongoing challenge to ensure that Shelter Plus Care clients have an appropriate level of services. Roxi stated that currently the 4 S+C grants in the Continuum of Care application total \$1.8 million and are funded to serve 206 households. However, there are 250 households being assisted. HUD's recent definition of services is impacting the level of care that is Medicaid billable. At this time, 135 households have NO case management services attached except for once a year recertifications and when there is an event that requires intervention. She reported that 75% of the cases have a primary mental health diagnosis and 30% are dually diagnosed. Roxi asked the HSN membership if there are any suggestions or recommendations that they could explore to increase the level of services to S+C clients. There was discussion as to whether HUD allows clients with substance abuse issues to be absent from their unit for treatment purposes without being terminated from the S+C program. The response was affirmed by S+C staff. A member also suggested that Roxi and the S+C team reach out to Cardinal Innovations staff for more information on their Systems of Care program. Pam Jefsen of Supportive Housing Communities offered that her agency has grants with local churches that are funding rental subsidies and supportive services. She proposed that there may be an opportunity to use those funds to provide the services to S+C clients instead of funding rental subsidies.

### Agency Challenges and Responses

- Terry Ellington spoke on behalf of Carolinas Care Partnership. Terry reported on a program called Health Connections that links people with HIV/AIDS who are out of care to medical care in the community. CCP administers the Housing Opportunities for Persons with AIDS (HOPWA) project that serves 6 counties and is funded at a level of \$800,000. CCP has access to mobile resting units that can participate in community events. Terry reported that the

challenge of CCP is to continue to build upon the experience of the agency to serve more consumers with AIDS.

- Branden Lewis represented Community Link. Branden shared that the Supportive Services for Veteran Families project assists veterans to remain stably housed or to rehouse those that are literally homeless and living in emergency shelters. She expressed that the challenge for this program is to make sure that veterans have furniture as they move into units after residing in the shelter. Additionally, there is a need be connected to employers that hire veterans.
- Debbie Wilkes presented for Safe Alliance. Debbie reported one of the challenges was moving from a 29-bed facility to an 80-bed facility with an average of 117 women and children who reside there every day. She mentioned that the challenge they face is that the population normally comes with a host of mental health and substance abuse issues. Therefore, the relationship that they have with PATH is significant since the 5-week program addresses the substance abuse.
- Pam Jefsen spoke for Supportive Housing Communities. Pam reported that her challenge at SHC is to house more individuals per her Board's vision 5 years ago to open 3 new apartment communities. They have plans to revisit their goals in response to the pushback that they experienced with the last PSH project.

### **Treasurer's Report**

- John Burns was not present at today's meeting. However, he reported to Kelly that the HSN bank account balance is the same as last month because there have not been any expenses.

### **Committee Updates**

- The Advocacy Committee meets the 3<sup>rd</sup> Tuesday of the month at 3:30 pm at Supportive Housing Communities located at 2120 N. Davidson Street, Charlotte. Pam reported that the Advocacy Committee is planning to meet with members of the Board of County Commissioners and City Council regarding issues related to affordable housing and homelessness in Charlotte. Additionally, the group is also discussing Charlotte Housing Authority's new board member slots. They are working with UNCC to analyze the Point in Time Count data for Charlotte. There are plans for the Homeless Services Network, the Coalition for Housing and the Continuum of Care to enter into an agreement to regulate how PIT data is communicated here in Charlotte. Peter Safir suggested that the group include Charlotte Mecklenburg School representation in the discussion on how to communicate the PIT as they often present a cumulative count rather than a point in time. Mary Gaertner suggested that Lori Thomas present the results of the meeting at HSN. Mary G. stated that a press conference is planned to release the PIT data to the community.
- The Coordination of Services and Housing (COSH) Committee last met on April 1 to discuss agency updates, update on Coordinated Assessments, difficult to house cases and discussion on removing barriers to housing. They also had a trauma-informed-care training by Dr. Patricia Krikorian.
- Rebecca Pfeiffer reported on Continuum of Care activities. Regarding Coordinated Assessment, the locations are being finalized and there is 1 appeal pending. So far there are 6 staff scheduled to work on Coordinated Assessment, with 5 being Mecklenburg County staff and 1 from Charlotte Family Housing. The consultants have drafted an assessment tool and will be presenting it to the community soon. The Permanent Oversight Committee ballot information will be sent via email next week. The consultants will be back in Charlotte April 22-24 when they will do a presentation to the SSVF teams as well as the Housing Coalition. May 1<sup>st</sup> is the schedule kickoff date for Coordinated Assessment. The next Continuum of Care meeting is on April 9<sup>th</sup> at Hope Haven Inc. located at 3815 N. Tryon Street, Charlotte.

**HSN Website**

- Kelly reported that the website merger project is almost complete. Kelly will send out a survey asking each HSM member agency to complete with the agency's information to be included on the website.

**Other Business**

- Laura Prevatt (HSN Vice Chair) has moved to Virginia. HSN is looking for a new Vice Chair. If you are interested, please send Kelly Lynn at email at [klynn@charlottefamilyhousing.org](mailto:klynn@charlottefamilyhousing.org).

<b>Upcoming Meetings:</b>
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- Meetings are held the 4<sup>th</sup> Thursday of the month. Next month's meeting is Thursday, April 24, 2014 at Hope Haven Inc. Conference Center located at 3815 N. Tryon Street, Charlotte.
- Please email any membership recommendations to [kmparker@achildsplace.org](mailto:kmparker@achildsplace.org).

**(Submitted by Nicole Dewitt)**



## Homeless Services Network Minutes April 22, 2014

### Voting members present:

Kimberly Parker	Diane Thompson	Pat Krikorian	Stephanie Wheless
Mike Sowyak	Helen Lipman	Pat Adair	Rebecca Pfeiffer
Mackie Johnson	Terry Ellington	Phyllis Pickens	Alice Harrison
Deronda Metz	Melissa Thompson	Nicole Dewitt	Sarah Porter
Peter Safir	Roxianna Johnson	Barb Cross	Tameka Gunn
Branden Lewis	Rebecca Thomas	MenTchaas Ari	Joy Crosby
T'Shima Kirkland	Kathy Gauger	John Burns	Sara Trexler
Sharon Kugelmass	Carmen Goodman	Fran Mathay	Amanda Coker

### Guests present:

Mike OSullivan	Janice Blakeney	Tyleshia Bessant	Ron Clark
Mike Weaver	Ivan Smith		

### Victories:

- Agencies to link up to assist homeless in Mecklenburg County

Read more here: <http://www.charlotteobserver.com/2014/04/24/4860907/agencies-to-link-up-to-assist.html#storylink=cpy>

- Homeless numbers in Mecklenburg fall 17% from 2013

Read more here: <http://www.charlotteobserver.com/2014/04/08/4826535/homeless-numbers-dip-over-2013.html#storylink=cpy>

- Acceleration to Housing

Acceleration to Housing Team ended Phase 3 of housing 100 chronically homeless individuals, families and veterans in 100 days. In this 3<sup>rd</sup> phase 102 households including 123 individuals as well as 16 veteran households were housed. Cumulative results of all 3 phases include 340 households, 440 individuals including 57 Veteran households. The team is pressing forward and entering into Phase 4 with a goal to house 100 chronic homeless individuals.

### Agency Highlight

- During each monthly network meeting one agency will be given the opportunity to provide a five minute presentation providing an agency update and highlighting successes. All interested in presenting are asked to contact Kelly Lynn, [klynn@charlottefamilyhousing.org](mailto:klynn@charlottefamilyhousing.org).

### Agency Challenge and Response

- Men's Shelter

This shelter experienced difficulty with assisting clients aged 50 and older with obtaining income. They have partnered with Charlotte Mecklenburg Senior Centers which has helped a great deal. This center employs seniors ages 55 and older and places them at organizations who have requested the additional staff. This placement is at



no cost to the organization requesting staff and the clients are paid by the Senior Center for their work. For more information about this program you may contact Mary Wilson Davis, [sepdirector@cmseniorcenters.org](mailto:sepdirector@cmseniorcenters.org)

### **Coordinated Assessment with Norm and Kim**

- Draft of the assessment tool along with the policy and procedural document was sent out electronically to all members of the network. The goal is to finalize these documents prior to the expected launch date.
- A “soft launch” is scheduled May 6<sup>th</sup> and the official launch is scheduled in August.
- All agencies exclusively working with the homeless and interested in participating in Coordinated Assessment are asked to sign and return the distributed Partnership Agency MOU and to provide information about your programs including eligibility and wait list information. Information can be sent to Rebecca Pfeiffer, [rpfeiffer@ci.charlotte.nc.us](mailto:rpfeiffer@ci.charlotte.nc.us).
- Agencies wishing to participate in Coordinated Assessment are encouraged to utilize CHIN. A separate communication tool will be established for those agencies that are unable.
- A fact sheet will be created and sent out to all identifying when, who and how to refer clients to Coordinated Assessment.
- A Faith Forum is scheduled today to inform the community about how to help the homeless.
- A committee has been established and charged with addressing community concerns. They will be responding to partner agencies about what is happening with our new system and they will be responsible for making sure the coordinated intake process runs smoothly.
  - Coordinated Assessment Committee:
    - Deronda Metz, [deronda.metz@uss.salvationarmy.org](mailto:deronda.metz@uss.salvationarmy.org)
    - Rebecca Pfeiffer, [rpfeiffer@ci.charlotte.nc.us](mailto:rpfeiffer@ci.charlotte.nc.us)
    - Dennis Marstall, [DMarstall@uwcentralcarolinas.org](mailto:DMarstall@uwcentralcarolinas.org)
    - Caroline Chambre, [cchambre@urbanministrycenter.org](mailto:cchambre@urbanministrycenter.org)
    - Officer Brad Hall, [bhall@cmpd.org](mailto:bhall@cmpd.org)
    - Michael Sowyak, [msowyak@gmail.com](mailto:msowyak@gmail.com)
    - Helen Lipman, [helen.lipman@mecklenburgcountync.gov](mailto:helen.lipman@mecklenburgcountync.gov)

### **Treasurer's Report**

- Invoices will be sent out to all on the member list for 2014 dues, if your dues is already paid please disregard.
- New invoice received pertaining to the cost for HSN web development.

### **Committee Updates**

- Advocacy Committee

Mike O'Sullivan, Unitarian Universalist Church will be assuming the role of the new co-chair.

Pam Jefson is the chair of the committee.

- COSH Committee

Meetings are monthly on the first Tuesday at Salvation Army (SA). Updates about Coordinated Assessment are provided at the meetings and discussions pertaining to service gaps in our community continue to take place. Last month Dr. Krikorian facilitated trauma informed practice training. Providers are encouraged to attend and staff difficult to house cases. Last month three cases were staffed and they are finding that Rapid Rehousing is the only program in which families difficulty to house are eligible.

The meetings continue to have a great participation and the committee has out grown the space at SA. Communications are taking place with United Way exploring the feasibility of moving the meetings to this location.

- CoC Update

Next meeting is May 14<sup>th</sup>, the meeting will focus on Coordinated Assessment updates & what is the best use of Emergency Solutions Grant (ESG) funds in our community. We could receive about \$600,000 and discussions are needed now before the application process.

Partial dollars have been received for the CoC process and the remainder is expected soon.

Agencies interested in utilizing CHIN are encouraged to attend the next meeting to receive information about utilization.

#### **HSN Website**

- HSN website up and running. The website has been combined with the Solve the Puzzle Charlotte website. Please visit the site to learn HSN news, announcements, updates, committee minutes and so much more.
- Updates to the website was funded by the Knight Foundation

#### **Other Business**

- Liz Claisen-Kelly, new HSN Executive Committee Vice Chair.

<b>Upcoming Meetings:</b>
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- Meetings are held the 4<sup>th</sup> Thursday of the month. Next month's meeting is Thursday, May 22, 2014 at Hope Haven Inc. Conference Center located at 3815 N. Tryon Street, Charlotte.
- Please email any membership recommendations to [kmparker@achildsplace.org](mailto:kmparker@achildsplace.org).

**(Submitted by Kimberly Parker)**



## Homeless Services Network Minutes May 22, 2014

### Voting members present:

Kimberly Parker	Liz Clasen Kelly	Bill Brown	Peter Safir
Mackie Johnson	Michael Sowyak	Janice Blakeney	Fran Mathay
Men Tchaas Ari	Terry Ellington	Pamela Jefsen	Helen Lipman
Jamie Privuznak	Kenneth Schorr	Sara Trexler	John Burns
Sabrina Glenn-Sturdivant	Kirsten Sikkelee	Dearsley Vernon	Tony Marciano
Tameka Gunn	Richard Klamm	Diane Thompson	Stephanie Wheless
Meg Robinson Arnold	Vina Aecamacco	Emma Foster	Kelly Lynn

### Guests present:

Tyleshia Bessant	Rosland Miller	Anita Brown	Ashley Clark
Amy Nelson	Mike O'Sullivan		

### Victories:

- Launch of Coordinated Assessment
- YWCA celebrates funding received for youth programs
- Caroline Chambre (Urban Ministries), Kimberly Parker (A Child's Place) and Rebecca Pfeiffer (City of Charlotte) presented at Homeward's 8th Annual Conference on Best Practices for Prevent and Ending Homelessness Read more here: [www.homewardva.org/conferencematerials](http://www.homewardva.org/conferencematerials)

### Agency Highlight--- Hope House Foundation

Hope House, located in Lake Norman area provides housing and support services for single women or women with children experiencing "situational" homelessness. This year Hope House celebrated the victory of having 90 women who successfully transitioned out of the shelter. Visit [www.hopehousefoundation.org](http://www.hopehousefoundation.org) to learn more about this organization.

- During each monthly network meeting one agency will be given the opportunity to provide a five minute presentation providing an agency update and highlighting successes. All interested in presenting are asked to contact: [ALandKL@msn.com](mailto:ALandKL@msn.com)

### Institute for Social Capital ----Updates and Opportunities

The Institute for Social Capital (ISC) located at UNCC has the mission to advance university research and increase the community's capacity for data-based planning and evaluation. The ISC's database has data depositors from several local government and nonprofit organizations. The ISC's significant asset to organizations is through program evaluations, looking at the return on investment and doing impact studies. Contact Amy Hawn Nelson [amy.hawn.nelson@uncc.edu](mailto:amy.hawn.nelson@uncc.edu) or Ashley Clark [ashley.williams@uncc.edu](mailto:ashley.williams@uncc.edu) to learn more.

June 17<sup>th</sup> ISC will host its second annual Charlotte Data Day. This event will provide presentations about homelessness, affordable housing, planning, data visualization and the real estate market.

## Housing Stability Fund

2014 Joint RFP --- City of Charlotte (Housing Trust Funds- capital funding), Charlotte Housing Authority (project based vouchers) and Mecklenburg County CSS (supportive services funding)

- \$1.3 million appropriated for homeless supportive services, \$970,000 awarded, a second RFP will be released again this year
- Five Awardees Selected:
  - Supportive Housing Communities – scattered site housing
  - Carolina Care Partnership -- house 30 HIV chronically homeless families
  - Urban Ministries --- expand Moore Place by 35 units
  - Salvation Army
  - Centro Bona Foundation

## Treasurer's Report/NAEH Conference Scholarships

- Account balance of \$6000 due to not having to pay for website maintenance and the grant writer for the NOVA application.
- Homeless Services Network is offering 2 scholarships for 2 HSN members (*HSN Exec Committee members are excluded*) to attend the National Alliance to End Homelessness annual conference in Washington, D.C on July 29-31, 2014. Each scholarship is worth \$1000.00 Scholarships will be provided to two individuals for the conference.

## Committee Updates

- Advocacy Committee

Mobilizing a Community – 100 days campaign and Campaign to End Chronic Homelessness

**Update:** there is a communication initiative planned late June to celebrate the success of the “100 Days” campaign that resulted in housing for 600 homeless. Based on the real progress made toward reducing homelessness last year, the Advocacy Committee is discussing a Campaign to End Chronic Homelessness that would be launched in Charlotte this summer with at target of 12/2015 for completion! Pam attended a meeting of the Charlotte-Mecklenburg Coalition for Housing Advocacy team, and requested help. She will be writing up a grant proposal for consulting support to make this campaign successful.

- COSH Committee – no report

- CoC Update

Additional slots available for CHINN sponsorship. Agencies interested in utilizing CHINN are encouraged to attend the next meeting to receive information. Next meeting is June 11<sup>th</sup>, the meeting will focus on Coordinated Assessment soft launch.

## NCCEH OPPORTUNITY

Information circulated about becoming a North Carolina Coalition to End Homelessness member. Please contact Nicole Dewitt ([nicoled@communitylink-nc.org](mailto:nicoled@communitylink-nc.org)) for additional information and to learn of an opportunity to receive free membership.

## Other Business

- April Minutes approved.

## Upcoming Meetings:

- Meetings are held the 4<sup>th</sup> Thursday of the month. Next month's meeting is Thursday, June 26, 2014 at Hope Haven Inc. Conference Center located at 3815 N. Tryon Street, Charlotte.
- Please email any membership recommendations to [kmparker@achildsplace.org](mailto:kmparker@achildsplace.org).

(Submitted by Kimberly Parker)





## Homeless Services Network Minutes June 26, 2014

### Voting members present:

Kimberly Parker	Liz Clasin-kelly	Deronda Metz	Men Tchaas Ari
Joy Crosby	Roxi Johnson	Stephani Wheeles	Tameka Gunn
Branden Lewis	Haley Tan	Emily Wakeman	Kirsten Sikkelee
Karen Bennett	Tony Marciano	Sabrina Glenn-Sturdivant	Fran Marhay
Nicole Dewitt	Pat Adair	Rebecca Pfeiffer	Mackie Johnson
LorettaTillman	Diane Thompson		

### Guests present:

Mike Weaver	Alecia Todd	Linday Hoover McClain	Amanda Coker
Tyleshia Bessant	LaShonda Bryant	Mike O'Sullivan	Ashley Barnett
Janice Blakeney	Alisha Prevett	Carol Morris	Richard Klamm
Ashley W Clark			

### Victories:

- Salvation Army Center of Hope... 6 high school students residing at the shelter graduated, of these students two are headed to college  
<http://www.charlotteobserver.com/2014/06/14/4978117/homelessness-doesnt-stop-high.html#>
- Crisis Assistance Ministries – New Partnership Manager, Joy Crosby
- Charlotte Bridge Home—collaboration with local colleges and universities to help veterans returning home
- Florence Crittenton---- awarded first multiyear grant which will support its program to help clients with substance abuse concerns

### NCEH Conference Scholarship Winners

- Michelle Young, Intake/Leasing Specialist, Supportive Housing Communities
- Phyllis Pickens, Vice President of Resident Services Hope Haven

### Cardinal Innovations

Presenters: Linda Hoover McClain, Mike Weaver and Alecia Judd

Cardinal Innovations is North Carolina's Medicaid managed care plan serving 15 counties. It's headquartered in Kannapolis and operates four Community Operations Centers in North Carolina. Its purpose is to enhance the health and well-being of the individuals and their families.

Those looking for assistance are asked to contact Cardinal using their 24-hour Access/Crisis number (1-800-939-591).

## **A Way Home Housing Endowment**

Foundation for the Carolinas (FFTC) and Mecklenburg County Community Support Services will jointly release a RFP accepting proposals from agencies that provide service to homeless families in Mecklenburg County. Funds are available from FFTC's A Way Home Housing Endowment Fund for rental assistance and supportive services, and from the County's Housing Stability and Supportive Service Fund.

\$125,000 from its A Way Home Housing Endowment Start-up Fund. Mecklenburg County Community Support Services will allocate up to \$200,000 for supportive services for one fiscal year with a one-year renewal funding depending on recipient performance, funding availability and the eligible population served.

## **Committee Updates**

- Advocacy Committee

Advocacy is working on a campaign to celebrate the success of the "100 Days" programs that helped hundreds of homeless people last year. A proposal has been submitted to obtain marketing support to widely publicize this success, and continue to build on the momentum from last year.

- The team is also working on a campaign to reduce/eliminate chronic homelessness in Charlotte (203 chronically homeless per the 2014 Point In Time Count). The campaign will establish goals for meeting this objective, and work to develop the community support need to achieve them.

It was noted that the HSN Advocacy team meets on the 3rd Tuesday of each month, 3:30-4:30 at McCreesh place. Members of the Homeless Services Network committee are always welcome to attend

- COSH Committee

COSH is continuing to provide Coordinated Assessment updates and staffing difficult to house cases. Current discussions include exploring the probability of A Way Home being a resource for families who do not qualify for a coordinated assessment.

- CoC Update

Currently working to develop a process map for Coordinated Assessment to help with identifying and tying any loose ends to the current processes. All concerns and questions regarding Coordinate Assessment is to be sent to its oversight committee.

## **HSN Agency Fair.... July 24, 2014**

There will not be a HSN meeting in July.

## **Other Business**

- May Minutes approved.

## **Upcoming Meetings:**

- Meetings are held the 4<sup>th</sup> Thursday of the month. Next month's meeting is ay, Aug 28, 2014 at Hope Haven Inc. Conference Center located at 3815 N. Tryon Street, Charlotte.
- Please email any membership recommendations to [kmparker@achildsplace.org](mailto:kmparker@achildsplace.org).

**(Submitted by Kimberly Parker)**



## Homeless Services Network Minutes August 28, 2014

### Voting members present:

Kimberly Parker	Tony Marciano	Tameka Gunn	John Burns
Joy Crosby	Michelle Young	Davena Mgbeokwere	Rebecca Pfeiffer
Pat Adair	Alice Harrison	Teresa law	Bill Brown
Mackie Johnson	Diane Thompson	Melissa Thompson	Kathy Gauger
Amanda Anderson	Emily Simpson	Dr. Pat Krikorian	Stephanie Snatto
Susan B Hansell	Liz Clasen-Kelly	Richard Klamm	Deronda Metz
Men Tchaas Ari	Brad Goforth	Kenneth Schorr	Warren Wooten
Pamela Jefsen	Carmen Hubert	Kelly Lynn	

### Guests present:

Rosalind Muller	Mike Weaver	Ron Clark	Alyssa Brown
Ashley Calrk	Mike O'Sullivan	Tyleshia Bessant	Janice Blakeney
Shakira Clarke	Susan Vail	Peg Chapmen	

### Victories:

- COC application ranked #1 in NC
- Mike O'Sullivan was selected to speak at this year's Ignite Charlotte event
- New Goodwill Opportunity campus opening in the west corridor

### Treasurer's Report

- Checking account balance: \$8138.52

### Committee Updates

- Advocacy Committee

Advocating for the support of the upcoming bond referendum.

Update given on conversations and work around the tension between businesses / organizations uptown and homelessness. With the outreach of Urban Ministries and increased police engagement the number of individuals found in July sleeping on the streets uptown decreased compared to the earlier point in time count. The decision to remove city benches uptown has been tabled for now. (Uptown Street Census handout attached)

HSN Advocacy team meets on the 3rd Tuesday of each month, 3:30-4:30 at McCreesh place.

- COSH Committee

Provides Coordinated Assessment updates and staffs difficult to house cases. Current discussions include exploring the probability of A Way Home being a resource for families precariously housed.

Email [Deronda.Metz@uss.salvationarmy.org](mailto:Deronda.Metz@uss.salvationarmy.org) if you have a difficult case you would like to present to the committee.

This committee meets the second Tuesday of each month, 12-1:00 at Salvation Army Center of Hope.



- COC

Completing a funding application requesting a little over \$300,000 to support Rapid Re-housing programs.

Will be completing the NOVA application soon.

Continues to be focus on Coordinate Intake processes.

Looking to create a system wide Diversion Program from for our county. Guest speaker, Ed Boyte, will be joining next committee meeting to talk about Shelter Diversion and Conflict Resolution. Mr. Boyte works with The Cleveland Mediation Center, a nationally-recognized program that seeks to empower persons facing homelessness to chart their own path out of the shelter and back into safe housing.

#### **NCEH Conference**

- Michelle Young, Intake/Leasing Specialist, Supportive Housing Communities shared her take away from the conference (Subpopulation trends of unaccompanied youth attached).

**CHA Housing Choice Voucher Waiting List** - Tomico Evans, Director of Client Services and Shawn Williams, Director of the Housing Choice Voucher Program

Section 8 waitlist for Mecklenburg County will open in September. Here is the link to the information:  
<http://charlottewaitlist.org/>

#### **City of Charlotte Consolidated Plan**

This plan directs Charlotte's use of HUD funding for a five year period. Please see the attached handouts for more information.

#### **Other Business**

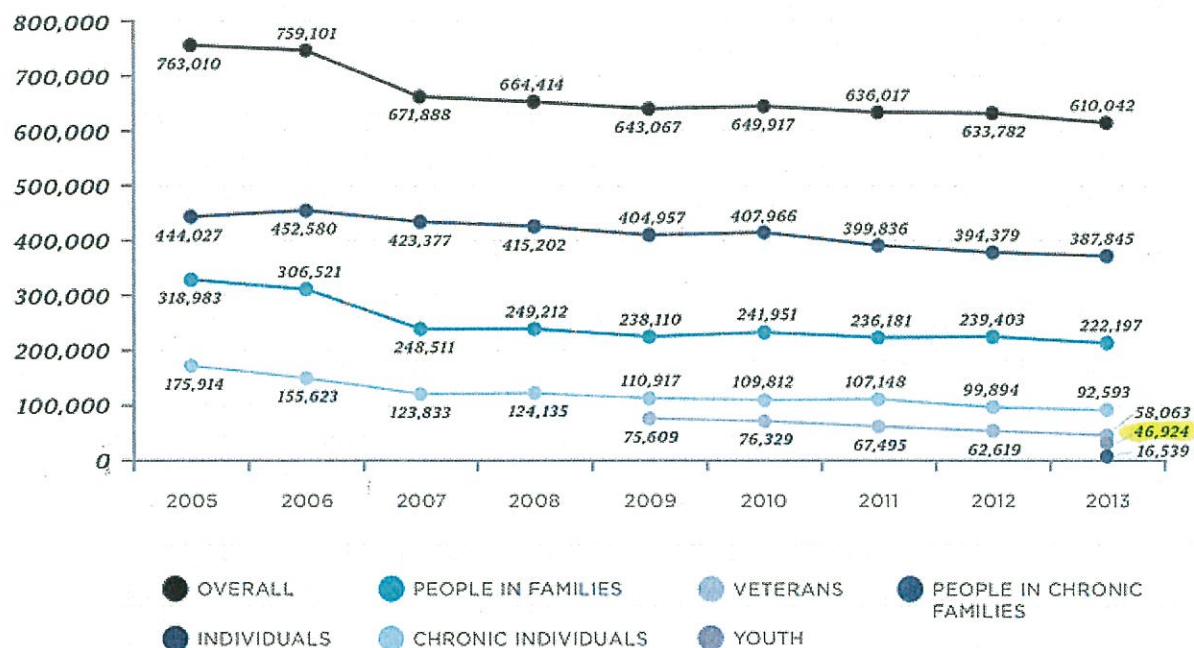
- June Minutes approved.

#### **Upcoming Meetings:**

- Meetings are held the 4<sup>th</sup> Thursday of the month. Next month's meeting is ay, September 25, 2014 at Hope Haven Inc. Conference Center located at 3815 N. Tryon Street, Charlotte.
- Please email any membership recommendations to [kmparker@achildsplace.org](mailto:kmparker@achildsplace.org).

**(Submitted by Kimberly Parker)**

## SUBPOPULATION TRENDS, 2005-2013



So far, measuring youth homelessness has been a major challenge. Based on the data that is available, the Alliance estimates that there are approximately 550,000 unaccompanied, single youth and young adults up to age 24 who experience a homelessness episode of longer than one week in a year. Approximately 380,000 of those youth are under the age of 18. While these are rough estimate made using imperfect information, it is a good starting point from which communities and the federal government can begin to scale resources and interventions. To learn more about the Alliance's analysis of the available data on homeless youth, read [An Emerging Framework for Ending Unaccompanied Youth Homelessness](#).

Last year was the first time that communities reported specific data on homeless unaccompanied children and youth. The 2013 count is likely not an accurate representation of the true scale of youth homelessness, but having separate data on the population is a small step in the right direction.

What you need to know about unaccompanied children and youth:

- Unaccompanied children and youth made up 8 percent of the overall homeless population on a given night in 2013—that is 46,924 unaccompanied minors and youth under the age of 25. And, that is probably a gross undercount.
- 6,197 unaccompanied *minors* experienced homelessness on a given night in 2013 and fewer than 4,200 beds were dedicated to that population, meaning that, best case scenario, about 2,000 unaccompanied minors were without a place to sleep for the night.
- In reality, 3,675 unaccompanied minors were unsheltered on a given night in 2013—about 60 percent of the homeless unaccompanied minors population .
- Overall, 50 percent of unaccompanied children and youth were unsheltered on a given night.
- 10 states accounted for nearly 70 percent of the unaccompanied children and youth population: California, Florida, Georgia, Illinois, Michigan, Nevada, New York, Oregon, Texas, and Washington.

Unaccompanied children and youth, and particularly unaccompanied minors, arguably one of the most vulnerable of the most vulnerable populations, are over-represented on the streets, in cars, or other places not intended for habitation. Local capacity to serve these children and youth must increase quickly. On a more positive note, for the first time, we have real data, flawed as it may be, on the scale of youth homelessness. This is a starting point from which to improve counts of unaccompanied youth—particularly unsheltered counts—and to start to build the infrastructure to the scale needed to end youth homelessness.

National Alliance to End Homelessness

Sam Batko

Improving Local Data on Youth Homelessness

Urban Institute

# Uptown Street Census



The Uptown Street Census was a three-day effort (6/3-6/5) conducted by the Urban Ministry's Center Outreach Team and 23 volunteers, with the support of Charlotte-Mecklenburg Police Department. Small groups divided between the four wards for five 2-3 hour shifts over the three days, including a late night shift. The teams approached everyone sitting on a bench, panhandling, or those who "appeared" homeless.

## Observations

- Saw little to no panhandling
- Clear hotspots, with groups of people experiencing homelessness: a few groups of benches on Tryon, benches on Trade between Tryon and College, Polk Park, 6<sup>th</sup> & Poplar, transit center
- More "housed" people sitting on benches than homeless individuals. Many people on benches might appear homeless, but were actually formerly homeless or precariously housed.
- Most people known by staff of Urban Ministry Center, but met a handful of people who do not come to service providers and are experiencing long-term homelessness and severe and persistent mental illness. Most of these individuals could be found on the same bench every day.
- Since we completed the survey at the beginning of the month, close to when people receive government checks, likely saw fewer people. Worthwhile repeating towards the end of the month

## Findings

- Identified **156** homeless individuals
  - 33 people were "repeaters" meaning we saw them during more than one session
  - 87% sleep outside most frequently
  - 21 identified as veterans
  - 68% have been homeless 1 year or longer; 14% have been homeless 10 years or longer
  - 72% report at least one disabling condition: Physical Disability (31%); Mental Health Disability (47%); Substance Abuse (51%)
  - 56% have been in Charlotte three years or longer
  - Reported sources of income: work (32%); government check (21%), panhandling (12%)
  - When asked what they need: housing (63%); job (25%); income (12%)


- The homeless population was predominately male, African-American, and middle-aged
  - Male - 78%; Female - 22%
  - African-American - 61%; White – 35%; Hispanic – 6%
  - Age 18-24 - 5%; Age 25-49 - 62%; Age 50+ - 33%
- 76 homeless people were sitting on benches vs. 126 non-homeless people on benches
- The most people (53) were identified during the 5 pm-7 pm shift, while the fewest people (30) were identified during the 10 am – 1 pm

#### **A few vignettes:**

- Met a veteran, who has been outside for 23 years and no longer comes in to see service providers. Likely eligible for permanent housing through VA.
- Met a married couple staying together uptown because they feel safer than in the woods. This is their first experience of homeless and they have only been homeless a few weeks.
- Met a woman who prayed for the volunteers and explained that God called her out of the world

#### **Next Steps:**


- Follow-up with individuals who were frequent repeaters, veterans, and in need of medical care in an effort to connect them with resources.
- Focus outreach efforts in specific uptown “hotspots”
- Repeat towards end of a month later this summer
- Given the high proportion of chronically homeless individuals on the uptown streets, more permanent supportive housing is needed. Work on ideas to increase permanent supportive housing capacity.



## 2016 – 2020 Consolidated Planning

Stakeholder Discussion  
Homelessness Services Network

August 28, 2014



### What is the Consolidated Plan

- Reviews market conditions
- Assesses housing and community development needs and sets priorities
- Identifies resources
- Sets goals

The Consolidate Plan directs the City's use of HUD funding for a five year period.





## Funding Sources

- Community Development Block Grant (CDBG)
- Home Investment Partnership (HOME)
- Emergency Solutions Grant (ESG)
- Housing Opportunities for Persons with AIDS/HIV (HOPWA)



## Organizations

Engage stakeholder organizations to align and coordinate community development programs with a range of other plans, programs and resources to achieve greater impact.

- |   |   |
|---|---|
| • Homelessness Services Network             | • Nonprofit Housing Providers/Developers  |
| • Charlotte Mecklenburg Housing Partnership | • Greater Charlotte Apartment Association |
| • Continuum of Care                         | • Charlotte Mecklenburg Housing Coalition |
| • Carolina's Care Partnership               | • Community Relations Commission          |
| • Charlotte Housing Authority               |   |
| • HOME Consortium Members                   |   |

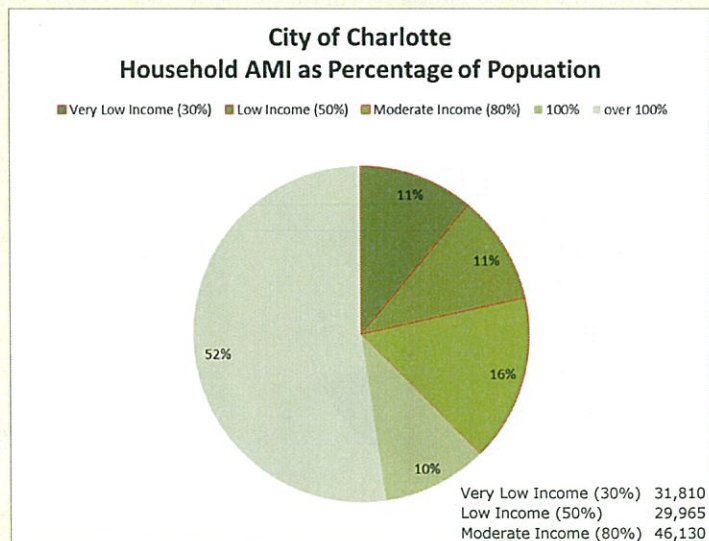


## Schedule

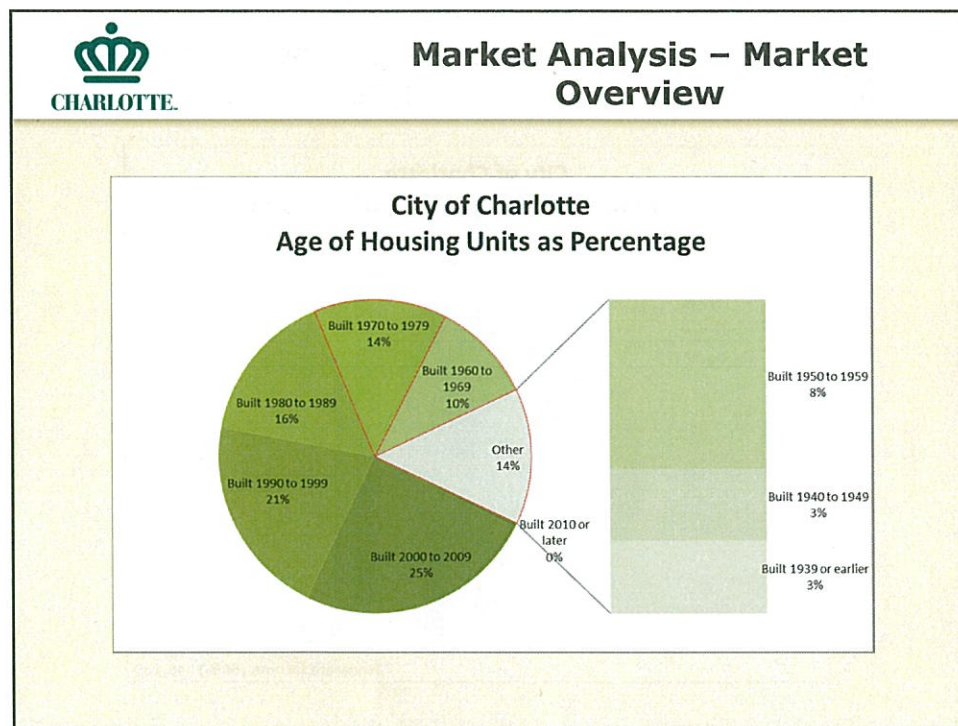
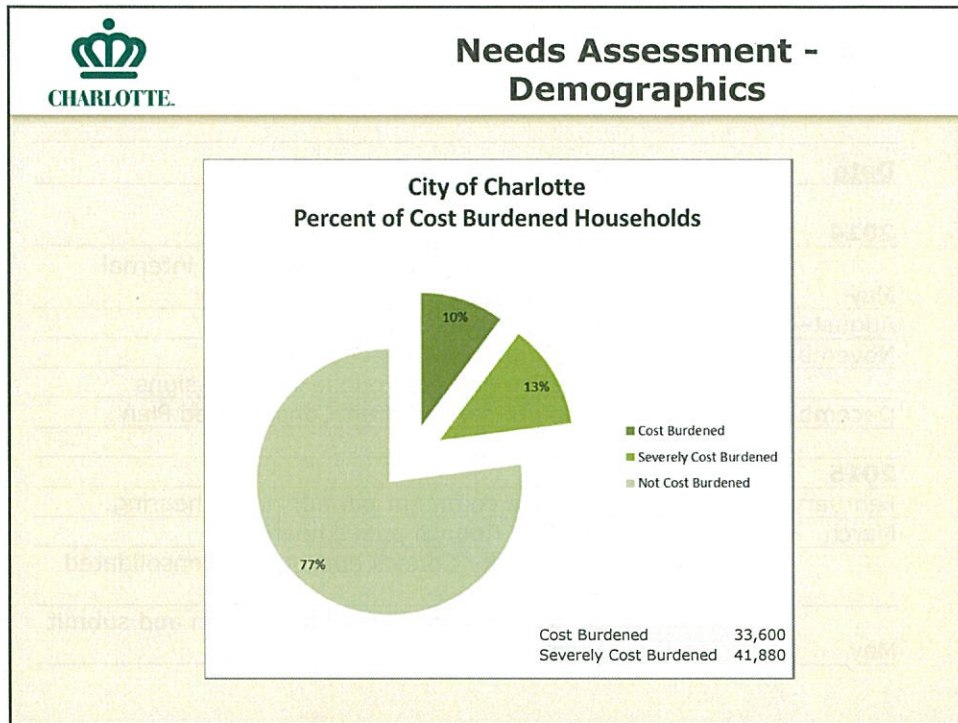
Date	Task
<b>2014</b>	
May	Neighborhood & Business Services internal discussions
August-October	External discussions
November	Complete draft Consolidated Plan
	Advertise and hold public input sessions
December	Complete revised draft Consolidated Plan
<b>2015</b>	
February	Advertise comment period/ public hearing.
March	Hold City Council public hearing. Request City Council approval of Consolidated Plan
May	Submit approved Consolidated Plan and submit to HUD



## Needs Assessment - Demographics









## Questions for Stakeholders

- Is there additional data that should be considered during the consolidated planning process?
- What existing community plans should be considered during Consolidated Plan development?
- What do you consider the most effective and efficient strategies for meeting the housing needs of low and moderate income families?
- What other stakeholders should be engaged?



## Consolidated Plan

Visit **[housing.charmeck.org](http://housing.charmeck.org)** for updates and information.

Questions & Comments:

Warren Wooten  
Neighborhood & Business Services  
City of Charlotte  
(704) 336-2489  
[twooten@charlottenc.gov](mailto:twooten@charlottenc.gov)

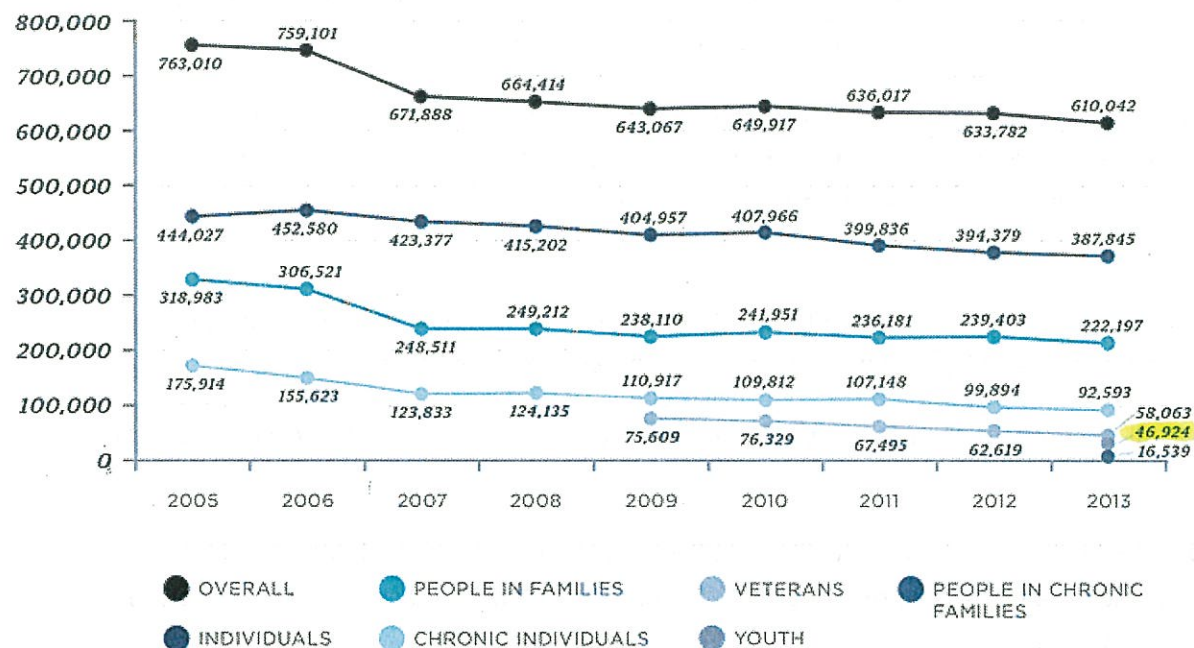


## Funding Sources

- **CDBG** - Community Development Block Grant (CDBG) program is a flexible program that provides communities with resources to address a wide range of unique community development needs. Beginning in 1974, the CDBG program is one of the longest continuously run programs at HUD. The CDBG program provides annual grants on a formula basis to 1209 general units of local government and States.
- **HOME** - The HOME Investment Partnerships Program (HOME) provides formula grants to States and localities that communities use - often in partnership with local nonprofit groups - to fund a wide range of activities including building, buying, and/or rehabilitating affordable housing for rent or homeownership or providing direct rental assistance to low-income people. HOME is the largest Federal block grant to state and local governments designed exclusively to create affordable housing for low-income households.
- **ESG** - Emergency Solutions Grants (ESG) program replaces the Emergency Shelter Grants program, and expands the eligible activities to include homelessness prevention and rapid re-housing components. ESG funds are available for five program components: street outreach, emergency shelter, homelessness prevention, rapid re-housing assistance, and data collection through the Homeless Management Information System or HMIS.
- **HOPWA** - The Housing Opportunities for Persons With AIDS (HOPWA) Program is the only Federal program dedicated to the housing needs of people living with HIV/AIDS. Under the HOPWA Program, HUD makes grants to local communities, States, and nonprofit organizations for projects that benefit low-income persons living with HIV/AIDS and their families.



## SUBPOPULATION TRENDS, 2005-2013



So far, measuring youth homelessness has been a major challenge. Based on the data that is available, the Alliance estimates that there are approximately 550,000 unaccompanied, single youth and young adults up to age 24 who experience a homelessness episode of longer than one week in a year. Approximately 380,000 of those youth are under the age of 18. While these are rough estimate made using imperfect information, it is a good starting point from which communities and the federal government can begin to scale resources and interventions. To learn more about the Alliance's analysis of the available data on homeless youth, read [An Emerging Framework for Ending Unaccompanied Youth Homelessness](#).

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National Alliance to End Homelessness

Sam Batko

Improving Local Data on Youth Homelessness

Urban Institute



**Homeless Services Network Minutes  
September 25, 2014**

**Voting members present:**

Shannon Warren	Teresa Kale	Barbara Cross	Roxianna Johnson
Tony Marciano	Karen Pelletier	Danielle Arthur	John Burns
Alice Harrison	Diane Thompson	Phyllis Pickents	Nicole Dewitt
Pat Adair	Teresa Law	Bill Brown	Mike Sowyak
Meg Robinson Arnold	Kim Parker	John Smith	Mackie Johnson
Pamela Jefsen			

**Guests present:**

Richard Klamm	Mike O'Sullivan	Ann Wood	Ronald Clark
Ashley Clark	Alyssa Brown	Trisha Hevey	Mike Weaver
Janice Blakeney	Robert Forquero	Jennifer Pinnalli	

**Victories:**

- Data Sharing agreement finalized with The Urban Institute and all agencies using CHINN
- Hope Haven now has a relapse prevention program which is aimed to prevent clients in recovery who relapse from being exited back to the streets
- Supportive Housing Communities was notified that they will receive funds from A Way Home which will allow their scattered site housing program to house more of the homeless
- Charlotte Housing Authority voucher wait list is open after being closed for seven years

**Treasurer's Report**

- HSN provided two scholarships to the NCEH Conference
- Checking account balance: \$8600.00
- Funds to hire a consultant for the NOVA grant is no longer needed and HSN no longer has expense of the web design... Exec Committee will work develop a plan to include cost effective ways to use the current funds and will present the network

**Committee Updates**

- Advocacy Committee

The HSN Advocacy team met with Warren Wooten to discuss the 2016-2020 Consolidate Plan that defines Charlotte's 5 year strategy for using HUD funds. We reviewed the progress to date on the plan, and provided input for homelessness initiatives. One item that was discussed was the potential use of HOME funding for Rapid Rehousing of homeless families. Warren indicated that from his perspective, this is technically feasible. He is going to have further discussions with the City Council and other stakeholders and report back to the HSN Advocacy team.

HSN Advocacy team meets on the 3rd Tuesday of each month, 3:30-4:30 at McCreesh place.

- COSH Committee

Next meeting October 7 at Center of Hope. Agenda will be Connecting consumers to available mental health services and Overview of making referrals for the new A Way Home rental subsidy program. Also to come, mental health crisis intervention training.

Email [Deronda.Metz@uss.salvationarmy.org](mailto:Deronda.Metz@uss.salvationarmy.org) if you have a difficult case you would like to present to the committee.

This committee meets the second Tuesday of each month, 12-1:00 at Salvation Army Center of Hope.

- COC

Currently working on the CoC funding application.

Next meeting Oct 8, 2-3:30 Hope Haven. Warren Wooten (City) will be joining us to discuss Consolidated Plan. Also will have representative from Cardinal.

### **NCEH Conference**

- Phyllis Pickens, Hope Haven ...notes from her presentation is attached

### **Vote Yes for City Bonds**

- *This November, there will be three referenda on the general election ballot that ask Charlotte voters for approval to issue bonds worth \$145.9 million. The financing costs for these bonds have already been planned for in the city budget and will not result in additional property tax increases for Charlotte residents.*

*These funds will be used to upgrade and enhance streets and infrastructure, build affordable housing, and improve infrastructure in the city's older neighborhoods and emerging high-growth areas.*

### **Zero 2016**

A follow-on to the 100,000 Homes Campaign, to help end chronic homelessness in the next two and a half years. Charlotte has committed to this campaign through COC governance and will be submitting an application to HUD for funding. Center City Partners and Foundation for Carolinas has agreed to partner with Charlotte on this commitment.

### **Mayor's Challenge**

Michelle Obama issued a challenge to all Mayors to end veteran homelessness in their city within two years. Our federal government through Obama's administration has established resources and enforced programs to strengthen homeless assistance programs.

### **Diversion Training**

Coordinated Assessment Oversight Committee brought staff from the Cleveland Mediation Center to Charlotte. These staff conducted two 2-day trainings for front line and program staff members. Training included conflict coaching, customer service from a conflict resolution and client-centered approach, to divert clients from entering a homeless shelter.

## **Social Serve Presentation**

### **Mission:**

Dedicated o helping people access affordable housing and supportive services by developing solutions that utilize leading-edge technology. We believe that those in need merit outstanding customer service while at the same time, municipalities deserve cost-effective solutions.

- serves 35 states
- hires homeless individuals along with those released from jails and rehab programs to work in the call centers helping individuals without access to computers find housing

### **Other Business**

- Aug Minutes approved.

<b>Upcoming Meetings:</b>
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- Meetings are held the 4<sup>th</sup> Thursday of the month. Next month's meeting is ay, October 23, 2014 at Hope Haven Inc. Conference Center located at 3815 N. Tryon Street, Charlotte.
- Please email any membership recommendations to [kmparker@achildsplace.org](mailto:kmparker@achildsplace.org).

**(Submitted by Kimberly Parker)**



## HSN Presentation from National Conference to End Homelessness

### **Workshops:**

Criminalization

Person – Centered Options for People in Recovery

Building Landlord Relationships

**Criminalization – Panelists consisted of reps from National Law Center on Homelessness & Poverty, Southern Kegal Council, Seattle School of Law, ACLU, Eugene Human Rights Committee (Eric Tars, Senior Attorney, National Law Center on Homelessness & Poverty**

\*Lack of affordable housing causes homelessness

### **Cities make it illegal to be homeless**

#### **Laws prohibiting “camping” in public:**

- 34% of cities impose city-wide bans on camping in public.
- 57% of cities prohibit camping in particular public places.

#### **Laws prohibiting sleeping in public:**

- 18% of cities impose city-wide bans on sleeping in public.
- 27% of cities prohibit sleeping in particular public places, such as in public parks.

#### **Laws prohibiting begging in public:**

- 24% of cities impose city-wide bans on begging in public.
- 76% of cities prohibit begging in particular public places.

#### **Laws prohibiting loitering, loafing, and vagrancy:**

- 33% of cities make it illegal to loiter in public throughout an entire city.
- 65% of cities prohibit the activity in particular public places.

#### **Laws prohibiting sitting or lying down in public:**

- 53% of cities prohibit sitting or lying down in particular public places.

#### **Laws prohibiting sleeping in vehicles:**

- 43% of cities prohibit sleeping in vehicles.

#### **Laws prohibiting food sharing:**

- 9% of cities prohibit sharing food with homeless people.

### **Criminalization laws are:**

#### **A. Expensive**

1) Temporarily cycles people through costly criminal justice system

2) Exposes cities to expensive litigation

Providing housing is far more cost effective

#### **B. Do not work - Collateral consequences of criminalization**

- a. Criminal records
- b. Loss of photo identification and other needed belongings
- c. Employment
- d. Housing & public benefits

**Alternatives to criminalization:**

- Devote more resources to affordable housing and needed services
- Improve efficient and effective service delivery
- Improve Police Training and Practices
- Improve Transition Planning from Jails and Hospitals

**Federal responsibility to combat the criminalization of homelessness:**

- *Recommendations to U.S. Dept. of Housing & Urban Development:*
  - Ensure fewer McKinney-Vento dollars go to communities that criminalize homelessness
  - Take additional steps to ensure that criminal convictions do not prevent access to housing benefits
- *Recommendations to U.S. Department of Justice:*
  - Ensure community policing grants are not funding criminalization practices
  - Investigate police departments for civil rights violations of homeless people
- *Recommendations to Federal Housing Finance Administration:*
  - Immediately fund the National Housing Trust Fund

**Recommendations to State and Local Governments:**

- State governments should enact and enforce Homeless Bill of Rights legislation that prohibits the criminalization of homelessness
- Local governments should:
  - Immediately cease enforcement of existing criminalization laws
  - Repeal existing criminalization laws
  - Stop enacting criminalization laws
- Local governments should pursue constructive alternatives to criminalization

**Person-centered Options for People in Recovery- Bill Dobson Downtown Emergency Service Center Seattle, Washington**

**Definition of recovery** – more than simply recovering from addiction, it's recovery with the ability to participate more fully in the life of the community

**First Principle-** housing is a basic human right, not a reward for clinical success. Once the chaos of homelessness is eliminated from a person's life, clinical and social stabilization occur faster and are more enduring

**Seven standards of Housing First Approach:**

- Targeted to the most vulnerable.
- People are moved into housing directly from the street without preconditions of treatment acceptance or compliance.
- Provider is obligated to bring robust services into the housing.
- Continued housing is not dependent on participation in services.
- Harm reduction approach rather than mandating abstinence.
- Residents have leases and tenant protection under the law.
- Can be implemented in either project-based or scattered site model

Success is attributed to the integration of property management and supportive services on the same staff: (1) project manager, (10) residential counselors, 24/7 staffing, (3) clinical support specialists, maintenance and janitorial staff

**Building Landlord Relationships (Kimberly Davidson w/North Virginia Family Services  
Mannas, Virginia & Khari Hunt w/Open Doors Atlanta, Georgia)**

Approach:

Re-direct thinking to more business-like thinking

Determine affordability of client

Identify landlord resources

Market to potential landlords

- Community Bulletin board
- Brochures
- Marketing Letter
- Community Forums
- Landlord Breakfast
- Media
  - Print
  - Social

Offer incentives

- Quicker turn around time on vacancies
- Tenants with knowledge of “How to be a good tenant” & the “Basics of Renting”.
- Guidance with lease preparation
- Guaranteed rent payment
  - Payee
- Mediation

\*Invite landlords to the process to continue to grow housing database.

**Highlights from other Conference workshops attended:**

Grant for housing locator

Cities with most success at housing first received Medicaid expansion

Challenge of transition housing programs that converted to housing first program retooling to housing first program gave up grants, faced with gaps in funding resulting in job loss and loss of some services ex. One agency, (not named) foreclosed

Program contracting work in community to create jobs for clients

Challenged to use resources for all homeless populations instead of focusing on one particular group. **Nan Roman** -Need to improve and maintain shelters versus doing away with them;

People will still be coming in the front door when homelessness is down to zero, therefore we cannot do away with homeless systems.

### **Advantages of shared housing:**

#### **Homeowner/Tenant**

- Avoid credit issues
- Affordable housing
- Off set living expenses
- Security
- Employment opportunities

#### **Renter**

Prevent foreclosure  
prevent eviction  
off set housing expenses  
security  
companionship

### **Tips on engaging the homeless:**

- Be persistent
- Keep promise to meet a need
- Seize opportunities to teach
- Build relationships by listening
- Allow the person to establish the pace of the relationship

**Bed bug resistant furniture** – waiting on contact information to be emailed to check pricing...

**Closing: The tone of the conference in my opinion was housing first and the phrase I heard often from presenters representing their agency was “this is our approach”**

- A. The approach of housing first is debatable**
- B. Around this table are agencies that have different approaches in this challenge to end homelessness...**
- C. The cities/agencies that presented at the conference are being successful in their own unique approaches**
- D. Let’s embrace each other’s approach and uniqueness for our common goal and continue to chop away at this beast called homelessness.**

**Quote from President Ronald Reagan**“We can’t help everyone, but everyone can help one.”



**Homeless Services Network Minutes  
October 23, 2014**

**Voting members present:**

Kim Parker	John Burns	Ron Clark	Stephanie Shatto
Mike O'Sullivan	Meg Robinson	Diane Thompson	Kathy Gauger
Sharon Kugelmass	Terry Ellington	Peter Safir	Helen Lipman
Mackie Johnson	Alice Harrison	Tommy Rieman	Tameka Gunn
Joy Crosby	Kelly Lynn	Rebecca Pfeiffer	Deronda Metz
Nicole Dewitt	Pat Krikorian	Loretta Tillman	

**Guests present:**

Shakira Clarke	Phyllis Bertke	Richard Klamm	Rhonda Simpson
Loretta Taylor	Rosaline Muller	Branden Lewis	Dennis Marstall
Janice Blakeney			

**Victories:**

- Safe Alliance received an award for supportive housing.
- Hope Haven.... Relapse Education Awareness program had four graduates this month.

**Treasurer's Report**

- Checking account balance: \$8200.00
- Exec Committee will develop a plan detailing cost effective ways to use current funds and will present the plan to HSN.

**Committee Updates**

- Advocacy Committee

Storied Streets: Free Screening

In recognition of National Hunger & Homelessness Awareness Month!

The Charlotte-Mecklenburg Homeless Services Network (HSN) will host a free screening of a new documentary film on homelessness during National Hunger & Homelessness Awareness Month. The film, Storied Streets, shows the many faces of homelessness and tells the stories of homeless people in their own words. Click here to watch a clip of the movie: <http://www.storiedstreets.com/involve.html>

HSN Advocacy team meets on the 3rd Tuesday of each month, 3:30-4:30 at McCreesh place.

- COSH Committee

Next meeting Nov 4<sup>th</sup>. Agenda includes presentation from Cardinal on how to connect people to Mental Health providers. There will also be an opportunity for service providers to staff three difficult to house cases.

Email [Deronda.Metz@uss.salvationarmy.org](mailto:Deronda.Metz@uss.salvationarmy.org) if you have a difficult case you would like to present to the committee. This committee meets the second Tuesday of each month, 12-1:00 at Salvation Army Center of Hope.

- COC

Working to complete CoC funding applications. Funding will support permanent and rapid rehousing programs.

Mecklenburg County received \$300,000.00 in ESG funds from the state.

Will be applying to HUD for bonus COC dollars (\$500,000) this will be a joint application with the county and supportive housing providers.

Next meeting Nov. 12, 2-3:30 Hope Haven.

#### **Coordinate Assessment Results.. Dennis Marstall, United Way**

- Assess, Prioritize and Divert ... Coordinated Assessment process steps.
- August...972 people contacted Coordinated Assessment of those 448 assessed and 35 were diverted.
- September... 860 people contacted Coordinated Assessment of those 398 assessed and 34 were diverted.
- Individuals assessed were prioritized and/or placed with housing services, those not assessed received a community resource guide.

A large number of people assessed are not meeting homeless agencies program eligibility requirements. Credit check, criminal history, and income was noted to be top housing barriers. Providers are asked to review program eligibility requirements to help remove some of the barriers.

“Takeaways from the first month's data - is that it is not too surprising. Our system is still full, particularly in the shelters, and people are not moving through the system fast enough. We definitely want the placements to go up and have some tweaks and kinks to work out - including using the CHIN database for future reporting. Overall, we are in a better place as a community than we were a year ago, given that we have a Coordinated Assessment system that is now providing us with a systemic view of the homeless population and where the needs and gaps are in our local system. The analogy has been made that we have a new front door open to help the homeless, but the house is full and we can't get the back door fully open.”

#### **Zero 2016**

A follow-on to the 100,000 Homes Campaign, to help end chronic homelessness in the next two and a half years. Charlotte has committed to this campaign through COC governance and has submitted an application to HUD for funding. Center City Partners and Foundation for Carolinas has agreed to partner with Charlotte on this commitment.

#### **Mayor's Challenge**

Charlotte Mayor accepted the challenge to end homelessness by 2015.

Michelle Obama issued a challenge to all Mayors to end veteran homelessness in their city within two years. Our federal government through Obama's administration has established resources and enforced programs to strengthen homeless assistance programs.

#### **Other Business**

- Sept. Minutes approved.

#### **Upcoming Meetings:**

- Next month's meeting is Nov 20, 2014 at Hope Haven Inc. Conference Center located at 3815 N. Tryon Street, Charlotte.
- Please email any membership recommendations to [kmparker@achildsplace.org](mailto:kmparker@achildsplace.org).

**(Submitted by Kimberly Parker)**



**Homeless Services Network Minutes  
November 20, 2014**

**Voting members present:**

Kelly Lynn	Tameka Gunn	Branden Lewis	Tony Marciano
T'shima Kirkland	Loria Vaccaro	Patrice Bush	Carmen Goodman
Shakira Clarke	Janice Blakeney	Dr. Pat Krikorian	Mary Gaertner
Phyllis PickinsPeter Safir	Rebeccad Pfeiffer	Pamela Jefsen	Ken Schorr
Sharon KugelmAss	Deronda Metz	Liz Clasen-Kelly	Stephanie Shatto
Sabrina Glenn			

**Guests present:**

Diane St. John	Ashley Clark		

**Victories:**

- It was announced that Housing our Heroes has housed 55 out of the 214 goal.
- Ending chronically homeless families within reach is a victory.
- The number of homeless children in Mecklenburg County has decreased, based on the numbers from the McKinney-Vento data, which CMS is required to document all homeless children in the system.

**HSN Officer Vote**

- The following officers that were slated for each position have been approved to continue serving for 2015:
  - Kelly Lynn, Chair
  - Liz Clasen-Kelly, Vice Chair
  - Kim Parker, Secretary
  - John Burns, Treasurer
  - Nicole DeWitt, Past Chair
  - Peter Safir, Ex Officio

**Committee Updates**

- Advocacy Committee

Storied Streets, the free screening in recognition of National Hunger & Homelessness Awareness Month, was well received. The video showed the many faces of homelessness and Charlotte was featured in the video as well. A discussion about the video took place afterwards and some of the residents from Moore Place told their personal stories. **HSN will purchase 5 copies of the video and will share with member agencies how to request them.** It is also on sale through [vimeo.com/ondemand/24293](http://vimeo.com/ondemand/24293) for \$5.99. You can also go on YouTube to see the producer of the video Thomas Morgan. A request has been made for the video to be revised to make it suitable to show in schools. The advocacy committee is looking to make this an event to continue for more awareness and discussion.

The advocacy committee is working on the HUD contingency plan to have more funding for Rapid Rehousing.



HSN Advocacy team meets on the 3rd Tuesday of each month, 3:30-4:30 at McCreesh place. The next meeting will be Tuesday, January 20, 2015.

- COSH Committee

COSH will have a new Chairperson for 2015: Kathy Gauger

COSH is looking for another facility to hold the meetings. An email will be sent out to look at other possible places to hold the meetings. Florence Crittenton was suggested as a potential location.

This committee meets the second Tuesday of each month, 12-1:00 at Salvation Army Center of Hope. Next meeting will be December 2, 2014 at Salvation Army Center of Hope. Email [Deronda.Metz@uss.salvationarmy.org](mailto:Deronda.Metz@uss.salvationarmy.org) if you have a difficult case you would like to present to the committee.

- COC

For the December meeting, the goal will be to look back at 2014 to see what will be tackled in 2015.

Next meeting is December 10, 2-3:30 at Hope Haven.

- **Coordinated Assessment**

CA is going strong; please make sure to thank the CA staff for all their hard work.

CA is looking to pilot a diversion plan.

There will be some changes made to the CA days and times over the holidays.

CA is still a work in progress. Make sure to get Megan Coffey the numbers that she needs before the Dec. 10<sup>th</sup> COC meeting. Rebecca will resend the CA list out.

The plan is to have Dennis Marstall come back in the winter around February to update the numbers. They will also look at having Dennis reach out to those people that were on the original distribution list to let the larger community know how CA is doing.

CA diversion systems have been looked at in other cities. These will continue to be reviewed to see how/what Charlotte can put in place.

CA is used to show what our need is in the community; now we have the data to show. Through CA, we have found that there is still a lack of resources.

Room in the Inn will be opening 12/1 to March. There will be over 100 beds, and in order to receive a room, a person must be sober.

- **HSN Survey Results**

2014 survey results from Liz showed a 25% response rate. She distributed the breakdown of the survey with the results. The overall satisfaction was good.

There will be a celebration for HSN's 20 years of service to take place during the December HSN meeting.

### **Brainstorming Session**

Here are some points from the brainstorming session for HSN 2015:

- Look at inviting some of the big leaders to an HSN meeting (Sheriff, County Managers, and the Mayor) to see what we do and how they can help. Sabrina with Mecklenburg County Jail will reach out to the Sheriff.

- It would be great to have more resources on how to help homeless individuals. It was suggested to possibly have meetings to target different populations to provide resources for each.
- We should continue to have Liz provide pertinent data, as she is great at sharing relevant data in a way that members can understand and use.
- We need to determine how to use HSN to work more effectively in the community for all of the homeless.
- Look at once a quarter having the meeting at a different location. Have the EDs give a spotlight of their places.
- An emphasis should be put on communications to the community by HSN. Maybe we create a committee to put more focus on this? A suggestion was brought up to ask the Charlotte chapter of PRSA (Public Relations Society of America) or IABC (International Association of Business Communicators) to help us with this on a pro bono basis.
- A quarterly roundtable for only Executive Directors and Executive Committee of HSN agencies to talk about key issues/challenges/coordination strategies
- Encourage more committee participation by doing the following:
  - Committees need to be more inviting and provide as much information as possible up front.
  - Give the committees “marching orders” (a guide for the year).
  - Look at mentoring the newer members that are interested in getting more involved.
  - Have a Homeless 101 talk and explain acronyms related to homelessness.
  - Consider also sending email blasts with committee meetings and minutes.
- The following was discussed about how to utilize HSN funds:
  - Website maintenance
  - Conference attendance for Chair and/or Co-Chair of HSN (a motion was made, seconded and then approved by membership for this)
  - Put together a luncheon to provide information to the community
  - Look at the gaps around local research and provide data

#### **Other Business**

- October minutes were approved.

#### **Upcoming Meetings:**

- Next month’s meeting is Dec. 18<sup>th</sup> at Hope Haven Inc. Conference Center located at 3815 N. Tryon Street, Charlotte.
- Please email any membership recommendations to [kmparker@achildsplace.org](mailto:kmparker@achildsplace.org).

**(Submitted by Tameka Gunn)**