

Homeless Initiative Advisory Committee (HIAC)
Homeless Initiative
January 13, 2009

Mission: *End Homelessness in Asheville and Buncombe County by 2015*

Vision: The 10 Year Plan implementation process, through the Homeless Initiative, will end chronic homelessness and reduce all types of homelessness over the next decade by investing resources in a coordinated, sustained effort that addresses the underlying causes of homelessness

In attendance:

Celeste Collins, Mae Creadick, Lance Edwards, Gordon Smith, Richard Leatherman, Barbara Marlowe, David Nash, Tom Rightmyer, Emily Walters, Laura Willis

Special Guest: Bob Oast

Presentation: Bob Oast, City Attorney, discussed obligations of the committee. A handout of the public records & open meetings law was provided and is available by contacting Amy Sawyer (asawyer@ashevillenc.gov). The group will need to:

- Adopt a resolution to establish a regular meeting schedule.
- Keep clear minutes of the meeting (focus on what was done, not what was said)
- Know that all documents used by the group are public record.
- Acknowledge that voting is reserved for HIAC members, non-members are welcome to come as the meetings are public.
- Do not hesitate to contact City Attorney's office for support on this at any time.

Resolution: Meetings are the 2nd Tuesday of every month @1:00-2:30PM

The committee voted to adopt a resolution to adopt a regular meeting schedule (see p. 2)

Group Membership

- Celeste Collins has taking the place of Philippe Rosse since On Track is now managing the Home Base program formerly held by the Affordable Housing Coalition.
- City council/County commissioners will vote new members onto the HIAC, but will take Committee endorsements under advisement.

Looking Ahead: 2009

- Reviewed Vision/Principals/Strategic Directions: See page. 3 for document containing edits.
- Homeless Initiative Overview: Research is key focus, Agency Surveys will help answer questions Posed by the HIAC, including what services exist and how they are funded, who they serve, and what their needs are. HIAC requested that a flow chart of services be created.
- Binders including important local documents, definitions of homelessness, list of existing services, and other resources will be made available to advisory committee members.

Next Regular Meeting:
February 10, 2008 @ 1-2:30PM
Asheville Housing Authority

RESOLUTION NO. 09-001

RESOLUTION BY THE HOMELESS INITIATIVE COMMITTEE ADOPTING A REGULAR MEETING SCHEDULE.

WHEREAS, in accordance with the North Carolina Open Meetings Law, and

WHEREAS members of the Homeless Initiative Advisory Committee has a history of meeting monthly

NOW, THEREFORE, BE IT RESOLVED BY THE HOMELESS INITIATIVE ADVISORY COMMITTEE OF ASHEVILLE AND BUNCOMBE COUNTY THAT:

Regular meetings of the committee will be held on the second Tuesday of each month at 1PM at the conference room of the Asheville Housing Authority, 165 S. French Broad Ave. Asheville, NC 28801.

Adopted:
January 13, 2009

2009 Homeless Initiative Advisory Board

Mission: *End Homelessness in Asheville and Buncombe County by 2015*

Vision: The 10 Year Plan implementation process, through the Homeless Initiative, will end chronic homelessness and reduce all types of homelessness over the next decade by investing resources in a coordinated, sustained effort that addresses the underlying causes of homelessness.

Guiding Principles:

- Everyone has the right to housing.
- There are achievable solutions to homelessness & actions should be based on those solutions.
- People experiencing homelessness should inform planning, and be informed of plans.
- Consistent, accurate data and measurable results should inform decisions.
- Resources should be used responsibly, in a coordinated fashion.
- People and the groups that support them have unique and diverse needs that require and multiple solutions.

10-Year Plan Goals:

Designate a lead entity: To ensure progress towards the goal of ending homelessness in Asheville and Buncombe County, a lead entity will coordinate the implementation of the plan and be accountable to the homeless community, service providers, and local government.

Develop infrastructure: Establish a “no wrong-door” for entry into the homeless network by people in a housing crisis. Use the Homeless Management Information System (HMIS) to link all intake forms, service plans, referral protocols, and housing resources with HMIS, and to screen for applicable programs.

Prevention: Stop discharging people into homelessness. Coordinate and strengthen relationships and partnerships among people experiencing homelessness, government agencies, nonprofits, institutions, businesses, and landlords to leverage funding and resources available to people in a housing crisis.

Housing First: Address the most critical issue facing all people experiencing homelessness, which is the lack of permanent housing. Create new units, using the existing market and by building relationships with landlords, fostering effective rent assistance programs and bolstering outreach to people experiencing homelessness.

Housing Plus: Pair wraparound services and links to the larger community, which are key to keeping formerly homeless people in housing, with permanent housing. Develop and expand ACT teams/housing support teams and develop formal integration strategies so that people can access mainstream services in the areas of affordable health care, mental health, substance abuse services, employment /and or income supports, and childcare.

Advisory Group/Homeless Initiative Strategic Directions for 2009:

- 1) The Homeless Initiative will improve collection, coordination, and dissemination of data.
- 2) Homeless and formerly homeless individuals have greater access to permanent, supportive housing, employment, education, health care benefits, and support services.
- 3) The Homeless Advisory group will inform and advise public and private funders to ensure that resources are utilized effectively.
- 4) The Homeless Initiative will support the community in providing permanent, supportive housing for 180 people experiencing chronic homelessness.

STRATEGIC DIRECTIONS

Strategic Direction:

The Homeless Initiative will improve collection, coordination, and dissemination of data.

This goal will be satisfactorily achieved when...

- All major providers are using HMIS
- Accurate data will be readily available to educate the community.
- Data will be used to inform evidence based practice.
- A data base of local and national best practices is compiled.

Strategic Direction:

Homeless and formerly homeless individuals have greater access to permanent supportive housing, employment, education, healthcare benefits and support services.

This goal will be satisfactorily achieved when...

- The day center (A-Hope) is expanded
- SOAR is fully implemented
- CIT trained police utilize homeless services instead of jail
- 8 new case managers are coordinating supportive services
- Homeless ACT team(s) are put in place and fully operational

Strategic Direction:

The Homeless Advisory group will inform and advise public and private funders to ensure that resources are utilized effectively.

This goal will be satisfactorily achieved when...

- Each year, the Advisory Group will work with community leaders to champion homeless issues.

Strategic Direction:

The Homeless Initiative will support the community in providing permanent, supportive housing for 180 people experiencing chronic homelessness.

This goal will be satisfactorily achieved when...

- 180 people are in housing w/supports as needed.

Homeless Initiative Advisory Committee

Homeless Initiative

March 10, 2009 – Meeting Minutes

Mission: *End Homelessness in Asheville and Buncombe County by 2015*

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Welcome

Homeless Initiative Updates

- New Advisory Group Members via City/Council vote: Stephan Bolden, Wanda Lanier, and Gerald Hixon
- Homeless Coalition – advisory groups discussing credit/housing access issues and a community discharge process.
- 2008 Continuum of Care Awards Announced: \$878, 592
- SOAR Essentials Community Training & Planning Meeting: 3/17/09
- City Council Meeting: Homeless Initiative Update – 3/24/09

Data Collection

- Point in Time completed: 1/28/09
- Homeless Initiative Research: Agency Surveys currently being completed by one volunteer and one UNCA student along w/Homeless Initiative Staff.
- Economic Homeless Prevention Funds – details to come out 3/19.09

Coordination of Homeless & Mainstream Resources

Homeless Initiative Presentation: Setting the Context (see p. 2-4)

Using Housing & Service resources to move people out of homelessness

Housing Support Teams Project

- Outcomes report (
- Future of the program: Was a pilot project funded by NC Mental Health Trust Fund, this funding will not continue beyond June, 2009.
- Engaging the community: HST advocates have met w/community partners, legislator Martin Nesbit, and other state decision makers.

Next Regular Meeting:
April 14, 2009 @ 1-2:30PM
Asheville Housing Authority

Asheville-Buncombe
**HOMELESS
INITIATIVE**

What "home" means to people:

- A place to build relationships
- A safe place for refuge and rest
- A sense of belonging
- Somewhere to always return to
- A place to build memories with family
- Where people laugh with friends
- Where you can let your guard down

Being in a housing Crisis threatens the things that help people feel at home in their house and in the community.



Responding to housing crisis:

Asheville-Buncombe
**HOMELESS
INITIATIVE**

The 10-Year Plan to End Homelessness

GOALS:

- End Chronic Homelessness
- Prevent all types of homelessness

HOW?

- No Discharge to Homelessness
- Meeting people where they are at
- No "wrong door" to get help in a housing crisis
- Housing First, paired with supportive services

Guiding Principles

- Everyone has the right to housing.
- There are achievable solutions.
- People experiencing homelessness should be involved.
- Data should inform decisions.
- Resources should be used responsibly.
- Multiple solutions are required.

Strategic Directions

- Coordination of homeless and mainstream resources
- Data collection, evaluation, & dissemination
- Funds management and development
- Using housing & service resources to move people out of homelessness & prevent homelessness

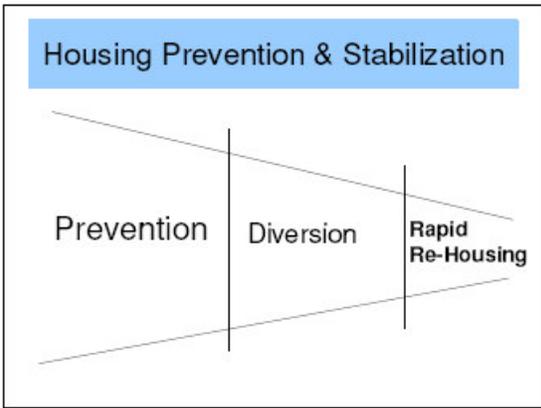


The way we used to look at it:

1. Experience housing crisis.
2. Move from system to system seeking support.
3. Lose Housing
4. Enter Emergency Shelter
5. Address barriers to housing while in the shelter or transitional housing.

The 10-Year Plan Model

1. Experience housing crisis.
2. Reach out for support.
3. Providers assess for housing risk and make referral to "housing stabilization services"
4. Based on client need, Landlord mediation, short-term rental assistance, housing search, rapid re-housing, and wrap-around services provided.
5. Client may need to stay at a shelter while receiving stabilization services.



Prevention: Identifying who is at risk

- People leaving institutions
- Youth exiting foster care
- Victims of domestic violence
- Formerly Homeless
- Parents with young children

Housing Stabilization:

People at Risk	Discharge Protocols
	Rent/Utility Assistance
	Supportive Services
Imminently Homeless	Crisis Intervention
	Landlord Mediation
	Housing Search
	Emergency Shelter
Homeless	Rapid Re-Housing

A blue arrow points downwards along the right side of the table. Red circles highlight 'People at Risk', 'Emergency Shelter', and 'Rapid Re-Housing'.

Program Focus: Housing Support Teams

- First dedicated homeless funding from the state.
- Pilot Program
- Durham County, Guilford County, and Buncombe County
- Serves homeless individuals with severe and persistent mental illness.
- Homeward Bound is the lead agency for Buncombe's project.

Housing Support Teams

- Build on success of existing permanent, supportive housing programs.
- Helped 74 individuals obtain housing.
- Showed a 32% cost savings
- Are at risk: Funding has been cut!

Housing is Diverse, and so are the people who live in it!

- Permanent, Supportive Housing
- Section 8/Housing Choice Vouchers
- Public Housing
- Single Residency Occupancies
- Rent-to-own
- Shared apartment with roommates
- Multi-unit apartments
- Manufactured Housing



New Opportunities

- Cross Discipline Networking
- Systems Research
- Public Interest in Homelessness
- Economic Recovery Bill funds
- Homeless Initiative activities
- State-wide partnerships

Economic Recovery & Reinvestment Act

- City of Asheville is entitlement community for Homeless Prevention Funds
- \$509,460
- Focus on Prevention and Rapid Re-Housing
- HUD Regulations not yet available, quick turn-around will be required.

Timeline for Homeless Prevention Funds

- Week of March 16th: HUD Publishes guidelines for Homeless Prevention Funds
- April 1 - 11AM - Public Works: Stakeholder meeting to discuss Homeless Prevention Funds
- 30-60 days from HUD Announcement: Application due to HUD

Homeless Initiative Advisory Committee

Homeless Initiative

June 9th, 2009 NOTES

Mission: *End Homelessness in Asheville and Buncombe County by 2015*

Vision: The 10 Year Plan implementation process, through the Homeless Initiative, will end chronic homelessness and reduce all types of homelessness over the next decade by investing resources in a coordinated, sustained effort that addresses the underlying causes of homelessness

Welcome

- Two new members, Dan Garrett and Gordon Smith join this month.

Homeless Initiative Updates

- Homeless Coalition - Medicader was presented to the group at the last meeting. The group is still working on engaging the city bus system to help w/transportation. Meetings are now held at a different agency each month. July's meeting will be at the Steadfast House.

- HPRP Funds – City and County are working together to make the best use of available funds.

Q: How will people know about the process?

A: City Website, Public Announcements

Comment: Centralizing intake/documentation w/feeder & supporting agencies will prevent duplication.

Comment: HMIS should be used to track how people move through the system

- AmeriCorps*VISTA and Work Study Students – Following on recommendations from the Advisory Group, starting in August, there will be 1 AmeriCorps*VISTA volunteer full time and 2-3 part time work-study students to support the efforts of the Homeless Initiative.

- Census – Tom Rightmyer reported that he will contact census team to ensure that they contact Homeless Initiative

- Housing Authority – The Housing Authority is not issuing/re-issuing vouchers to people due to the fact that there are no more available vouchers. The TBRA Funding from the city will be used for down payment assistance for people using housing choice vouchers who are moving into housing.

Presentation: Research via Agency Surveys

Catherine Alter presented preliminary findings regarding referrals within the homeless service system based on data collected by staff, Diana Meter, and Catherine Alter, who volunteered her time for the project. (See attachment A).

Discussion: Supportive Services Resources

- (Western North Carolina Community Health Services (WNCCHS) has housing available, but lacks funding for supportive services.

- The Housing Authority has apartments available, but needs people to have supportive services.

- The Housing Support Team (Homeward Bound) did not have funding renewed for their housing plus services program.

- Pisgah Legal services sees people who aren't eligible for housing because of criminal/credit backgrounds. More housing for this group is needed.

- HUD VASH provides supportive services for Homeless Veterans, there are 2 out of 11 available and an expected 35 additional vouchers which will be awarded soon. The program offers housing and services.

- Individuals w/severe mental illness are leaving jail and have lack of stable housing. There is a prison re-entry program, and jail diversion program that work to stabilize people and divert them from jail/returning to jail.

- NC Budget decisions may affect mental health, which is already a challenge. Less mental health support could mean it is harder for people to stay in housing and have the support services they need to access housing

if homeless. Chair requested that staff provide more detail for the Committee. Committee also wants to write a letter to Council/Commissioners to “raise the issue” of how housing crisis may increase with budget cuts.

“Parking Lot” – issues to discuss

- Committee would like to have a presentation about Medicaider
- Available Housing Subsidies: what exists, who qualifies, what is still needed? (contact NC Housing Authority for info about housing issues)
- More information about how the Housing Authority will use TBRA\$ for security deposits
- What are some ways churches can become more involved, if there was training and support, could they offer mentoring and/or resources to newly housed individuals?

Next Regular Meeting
July 14th, 2009 @ 1-2:30PM
Asheville Housing Authority

Attachment A: Presentation

The Homeless Service Network

Prepared for the Homeless Initiative
June 9, 2009

What is a Service Network?

Definitions:

- A web of organizations connected by social, economic and exchange relationships of mutual benefit.
- A group of autonomous human service organizations linked together because they serve a common client population

Characteristics of Service Networks

- Many similarities:
- Composed of three or more corporate entities with a common purpose....
- Who work together to achieve a goal that cannot be achieved on their own....
- And assign staff to "cross boundaries" in order to accomplish tasks....
- Through mutually agreement upon work structures and processes.

Great variety:

- Invisible outside the network
- Goals
- Methods
- Age
- Size
- Structure (complexity, differentiation, etc.)
- Nature of ties

So what's the problem?

- As new social problems or needs are identified in communities, organizations are formed to solve/ameliorate them.
- These organizations are funded by different sources—federal, state, private philanthropies.
- These “categorical funding streams” each have their own rules and regulations.
- Examples: Housing (HUD), Food programs (USDA), Medical/Mental Health (DHHS), etc.

- Because clients most often have multiple needs, they seek services from multiple organizations.
- Thus clients may face....
 - Multiple intake procedures
 - Service plans with incompatible goals & methods
 - Staff with conflicting client expectations
 - Transportation
 - Incomprehensible fee structures and schedules

- And policy makers, city planners, and community activists face service systems with....

- Duplications
- Service gaps
- Inefficiencies
- Ineffectiveness
- Lost potentials for providing “seamless” service to those you need it the most

So what's the answer?

- 1st Step: Understand the network that's on the ground.

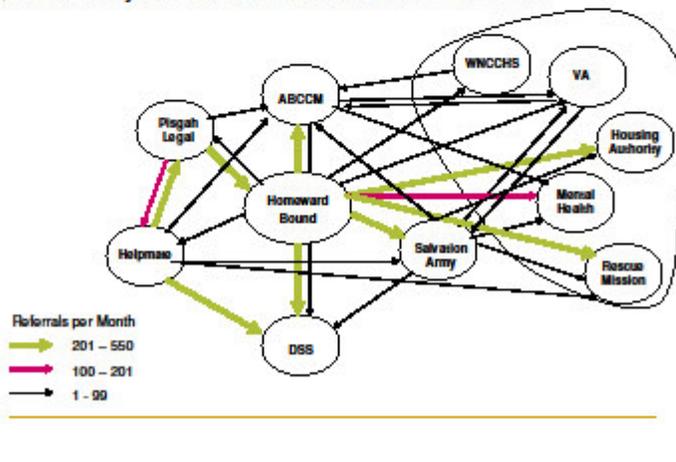
- To this end, we talked with nine agencies we viewed as being most central to the Homeless Network in Asheville collecting data about services and client referrals.

We learned the following.....

The Asheville Homeless Network

- Over 40 organizations are tied into the network.
- An estimated 6000 referrals of homeless individuals and families pass between these organizations each year.
- 6 organizations appear to be most central to the network.
- 4 additional organizations appear to be a subsystem of the network.

Preliminary Results: Asheville Homeless Network



Homeless Initiative Advisory Committee

Homeless Initiative

November 10, 2009 NOTES

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Homeless Initiative Updates

- Homeless Coalition – November's meeting was held at WNCCHS. WNCCHS will take over primary care from the Buncombe County Health Department beginning January 4th and expects to serve over 21,000 clients in 2010. On Track will be providing tax preparation assistance beginning mid-January. HPRP funding will soon be placed; referrals will go through 2-1-1.
- VA Update – Richard Leatherman attended last week's annual summit on homeless veterans in Washington, DC, focused on the directive to end homelessness for veterans in 5 years. HUD participated in the summit, with serious discussion about housing for veterans upon discharge from DOC. Richard anticipates continued expansion of the HUD-VASH voucher program.
- Faith Summit – The Homeless Initiative will be holding a Faith Summit in February at the YMI to bring together faith groups to discuss what we can do to support their work with homelessness and what they can do to move beyond sandwiches and towards solutions. If you have contacts in the faith community who should be invited, notify Amy. The Advisory committee will provide marketing and invitational support, with further supportive opportunities to be discussed at the December meeting.
- Point-in-Time Count – The next annual count will take place January 27, 2010, with a preliminary training for participating agencies on January 14th. A point person from each agency will be identified and asked to sign a commitment letter in December. Volunteers will be needed on the day of the count.
- HUD-VASH – 35 new vouchers are available as of November, bringing the total to 70, with 21 currently in use and 49 still available. Some barriers have been recently identified and are being addressed, including a request to the City to amend TBRA requirements so that veterans won't have to repay those funds. VASH is designed to serve chronically homeless veterans.
- Homeward Bound – HB is continuing to do intakes for permanent, supportive housing on Wednesday mornings at A-HOPE; referrals can also be made to Heather Holdredge at 258.1695, ext. 2.
- Membership – David Nash moved to recommend that both City Council and County Commissioners re-appoint those members whose terms are ending. Brian Alexander seconded the motion, with all in favor. Lance Edwards moved to recommend David Nash as Chair, which Brian Alexander seconded, with all in favor. David will assume Chairmanship December 1, 2009.

Discussion: 10 Essentials to Ending Homelessness

1. Plan
2. Data
3. Emergency Prevention
4. Systems Prevention
5. Outreach
6. Shorten Homelessness
7. Rapid Re-housing
8. Services
9. Permanent Housing
10. Income

Next Regular Meeting
December 8, 2009 @ 1-2:30PM
Asheville Housing Authority