



## HOMELESS SERVICES NETWORK MINUTES

August 25, 2016 / 8:30am – 10:00am

Hope Haven Conference Center

### ATTENDANCE

#### VOTING MEMBERS PRESENT

- |                         |   |
|-------------------------|---|
| 1) Carol Gouge          | Cardinal Innovations                                |
| 2) Ron Clark            | Cardinal Innovations                                |
| 3) Mary Gaertner        | City of Charlotte                                   |
| 4) Branden Lewis        | Community Link                                      |
| 5) Kim Scholtz          | Community Link                                      |
| 6) Tameka Gunn          | Community Link                                      |
| 7) Joy Crosby           | Crisis Assistance Ministry                          |
| 8) Pat Krikorian        | Florence Crittenton Services                        |
| 9) Phyllis Pickens      | Hope Haven  |
| 10) Trecia Scott        | Hope Haven  |
| 11) Natalia Botella     | Legal Services of Southern Piedmont                 |
| 12) Lakika Marshall     | Mecklenburg County Community Support Services       |
| 13) Barbara Cross       | Mecklenburg County Community Support Services       |
| 14) Courtney Morton     | Mecklenburg County Community Support Services       |
| 15) Meg Robinson Arnold | Mecklenburg County Community Support Services       |
| 16) Erin Schroeder      | Mecklenburg County Community Support Services       |
| 17) Peter Safir         | Mecklenburg County Community Support Services       |
| 18) Anita Leach         | Men's Shelter of Charlotte                          |
| 19) Stephanie Shatto    | Men's Shelter of Charlotte                          |
| 20) Wallace Baker       | Men's Shelter of Charlotte                          |
| 21) Kathy Gauger        | Safe Alliance                                       |
| 22) Deronda Metz        | Salvation Army                                      |
| 23) Brad Goforth        | Samaritan House                                     |
| 24) Michael Sowyak      | Shelter Health Services                             |
| 25) Kelly Lynn          | Supportive Housing Communities                      |
| 26) Pamela Jefsen       | Supportive Housing Communities                      |
| 27) Mike O'Sullivan     | Unitarian Church Universalist Church Advocacy Group |
| 28) Liz Clasen-Kelly    | Urban Ministry Center                               |
| 29) Allison Winston     | Urban Ministry Center                               |
| 30) Emily Lupsor        | Urban Ministry Center                               |
| 31) Angie Forde         | Urban Ministry Center HHH                           |
| 32) Justin Markel       | Urban Ministry Center HHH / Housing Advisory Board  |
| 33) Kirsten Sikkelee    | YWCA Central Carolinas                              |

#### GUESTS PRESENT:

- |                      |            |
|----------------------|------------|
| 34) Dimitri Cheatham | ARISE, LLC |
|----------------------|------------|



35) Vincent Burket	ARISE, LLC
36) Jan McNeely	Changed Choices
37) Bruce Noll	CMC Behavioral Health Center
38) Bridgett Williams	Discovery Home Care
39) Tracey Questell	Healing Vine Harbor
40) Unitie Mance	HomeCare for the Carolinas
41) Barbara Baker	Mental Health America
42) Bobby Livingston	Promise Resource Network
43) Cherene Caraco	Promise Resource Network
44) Elaine Cadichon	The Harvest Center of Charlotte
45) Eric Miller	The Harvest Center of Charlotte
46) Brandie Meekins	The Harvest Center of Charlotte
47) Phyllis Finch	Victory Christian Center

### **WELCOME, INTRODUCTIONS & JULY MINUTES**

- Meeting called to order by HSN Chair, Liz Clasen-Kelly, at 8:33am
- July meeting minutes were approved by vote.
  - Motion to approve: Joy Crosby; Second: Mike O’Sullivan.

### **UPDATES**

- **HSN Dues (Liz Clasen-Kelly)**
  - HSN will send an additional notice in the next month if your agency has not paid its HSN dues. Balance and Treasurer Report will be presented at the next HSN meeting.
- **National Alliance to End Homelessness Conference Panel (Conference Attendees)**
  - [Link to Conference Presentations](#)
  - **System Performance Measures** (Courtney Morton)
    - HUD’s system performance measures offer a way for the community to understand cumulative impact of community programs.
    - There is an overall paradigm shift to performance based funding that will continue to impact funding cycles locally and nationally.
  - **Low Barrier Shelter** (Anita Leach and Liz Clasen-Kelly)
    - Shared 10 questions that are important to consider for designing an amazing shelter (see presentation link).
    - VI-SPDAT could be better utilized as a tool after a person enters shelter versus right at entry.
  - **Healthcare** (Allison Winston and Emily Lupsor)
    - Issue of how we can bring services to people, especially on the streets, and pay special attention to their individualized needs.
    - Harm reduction was shared as a best practice intervention for substance use and mental health recovery.
  - **Race & Homelessness** (Lakika Marshall and Liz Clasen-Kelly)



- Explore the leadership representation within organizations that serve homeless persons.
- 45% of persons in poverty in our community identify as African American compared to 78% of persons in homelessness that identify as African American.
- If you are interested in participating in community work to bring the Center for Social Innovation (C4) to Charlotte-Mecklenburg, let Liz Clasen-Kelly know.
- **Young Adult & Youth Homelessness** (Liz Clasen Kelly and Courtney Morton)
  - New focus within Congress and HUD on youth homelessness. 2017 Point-in-Time Count will serve as baseline year for youth count.
  - Issue of youth aging into homelessness and overall demographic change is important to monitor.
- **Fun Tidbits from Conference**
  - Acceptable 3<sup>rd</sup> parties for chronic homelessness verification has been expanded and can now include outreach workers, family and friends, and the amount of time to document sleeping outside is not as stringent.
  - New App called PadMapper lists cheap apartments for rent.

## **MENTAL HEALTH & SUBSTANCE USE WELLNESS PART 2**

Peter Safir, Moderator

Dr. Bruce Noll, Psychiatrist, Behavioral Health Center

Cherene Caraco, CEO, Promise Resource Network

Carol Gouge, Cardinal Innovations

Bobby Livingston, Peer Support Specialist, Promise Resource Network

### **Dr. Bruce Noll Presentation**

- Without a home, the best treatment plan will not be fully effective.
- The goal for us is to instill hope in the ones we serve. Housing is the first piece of hope.
- Harm Reduction as an approach that reflects reality. However, within the continuum of services for housing (permanent supportive housing, for example), there is not a present way to move persons across programs in order to promote and sustain recovery.
- Personal observation that restrictions and bans from the emergency shelter can appear arbitrary based upon some of the clients he has seen in treatment settings.
- Additional SOAR specialists – which help with accessing disability benefits – is a needed component in the community.
- **Key Takeaway:** Keep hope alive for ourselves and people that we serve. We need more services with better access, and to realize that housing is the key link.

### **Cherene Caraco Presentation**

- Promise Resource Network (PRN) is a consumer-run agency – it is made of 35 people who are in recovery from mental health and substance use challenges – and includes persons who have experienced homelessness.



- It is important to find your voice in who you are outside of your position as a person who has been homeless or who is in recovery.
- PRN works with about 375 people within Charlotte, most of which are in poverty and do not have benefits. It has 7 initiatives and has a hub called the Recovery Hub—where people can come to literally “just be”, learn about wellness and recovery, work out at a fitness center, receive peer support, and take classes.
- Has seen an increase of persons experiencing street homelessness utilizing PRN. In order to accommodate, have built showers, bedrooms and storage for keeping belongings.
- **Key Takeaways:** Peer Support is a key component within homeless services, which is reflective of a national trend. The problem is not the symptomology associated with mental health and substance use challenges; it is the poverty, labels and restrictions that keep people marginalized and stigmatized. To that end, an employment first model is important. Our community needs to expand scattered site options for persons in our community.

#### **Carol Gouge**

- Peer support is vital. It is important to meet a person where they are and look at the whole person—their background and their network.
- We need to tell the persons that we serve that they “can” and not that they “can’t.”
- **Key Takeaways:** It is important to put ourselves in the shoes of the persons we serve and remember that we all share in common our humanity.

#### **Bobby Livingston**

- In 2004, Bobby walked away from family and friends and lived in the woods for about 18 months. From there, a social worker convinced him to move to the shelter and he then moved into McCreesh Place. He was later connected to PRN.
- A turning point for Bobby, was when people began to listen to him and asked him what he wanted, and stopped telling him what he couldn’t do.
- It is important to offer opportunities for persons to choose housing that works for them.
- **Key Takeaways:** It is easy for us to say no. What would it take for us take an extra minute to explore another path that might be of help to a person we serve?

#### **UPDATES FROM HSN AND NON-HSN COMMITTEES**

**HSN Advocacy Committee:** Mike O’Sullivan shared progress on some of the committee initiatives:

- Date for HHH Candidate’s Forum will be October 4, 2016 @ UNCC Center City @ 5:30pm.
- Film Showing called Generation Found on October 26, 2016 @ 11am @ Cardinal Innovations.
- Exploring the possibility of having Alma Adams come to speak at HSN.
- Advocacy Meetings are held at McCreesh Place on the 3<sup>rd</sup> Tuesday of the month. Guest speaker on 9/20: CAM will come and talk about programs to help end homelessness.



**HSN Coordination of Services in Housing (COSH):** Kathy Gauger shared progress on some of the committee initiatives.

- Meeting will shift to quarterly schedule. The next meeting is in September 6, 2016 @ Florence Crittenton from 12pm – 1:30pm.

**Housing Advisory Board of Charlotte-Mecklenburg: Continuum of Care (CoC) Committee:** Mary Gaertner shared progress on some of the committee initiatives.

- After completing internal strategic plan, Housing Advisory Board will engage larger community around work to end and prevent homelessness and increase access and availability of affordable housing.
- CoC is currently completing the 2016 NOFA application for federal CoC funding. Mary expressed gratitude to HSN for funding assistance to hire grant writer in order to strengthen this year's application. Goal is to submit application September 15, 2016. Agencies will be notified late August about project ranking.
- City of Charlotte and Mecklenburg County embarking on 2017 Point-in-time Count and Housing Inventory Count early this year. Community meeting scheduled for Monday, August 29<sup>th</sup> from 10-11:30am.
- System Performance Measures Workshop is scheduled for 9/29 from 9am – 11am.
- Next CoC Meeting is 9/7 @ 2pm @ Hope Haven.

#### **ADJOURN**

- Meeting adjourned at 10:00am.
- Minutes submitted by HSN Secretary, Courtney Morton.

**Next Meeting** – Thursday, September 22, 2016. Note: Presentation will start right at 8:30am and will cover the Charlotte-Mecklenburg Strategies for Affordable Housing Development Report which is scheduled for public release on 9/21. Following the presentation, interested HSN members are encouraged to attend a rapid re-housing workshop which will be held at the Child and Family Services Center and begins at 8:30am.

**[Link](#) to August 22<sup>nd</sup> Charlotte Observer op-ed by former Mecklenburg County CSS Employee, Robert Nesbit, on the diversion work being done to help persons on the street access housing rather than go to jail for quality of life crimes.**