



## **HOMELESS SERVICES NETWORK MINUTES**

October 27, 2016 / 8:30am – 10:00am

Hope Haven Conference Center

### **ATTENDANCE**

#### **VOTING MEMBERS PRESENT**

- |                       |   |
|-----------------------|---|
| 1) Davena Mgbeokwere  | Charlotte Family Housing                            |
| 2) Julia Hanson       | Charlotte Mecklenburg Library                       |
| 3) Tony Marciano      | Charlotte Rescue Mission                            |
| 4) Rebecca Pfeiffer   | City of Charlotte                                   |
| 5) Branden Lewis      | Community Link                                      |
| 6) Joy Crosby         | Crisis Assistance Ministry                          |
| 7) Pat Krikorian      | Florence Crittenton Services                        |
| 8) John Burns         | Goodwill Industries of the Southern Piedmont        |
| 9) Jen Grenier        | Hope House Foundation                               |
| 10) Tameka Bellfield  | Lutheran Services Carolinas                         |
| 11) Christina Heggins | Mecklenburg County Community Support Services       |
| 12) Barbara Cross     | Mecklenburg County Community Support Services       |
| 13) Courtney Morton   | Mecklenburg County Community Support Services       |
| 14) Helen Lipman      | Mecklenburg County Community Support Services       |
| 15) Erin Schroeder    | Mecklenburg County Community Support Services       |
| 16) Carmen Hubert     | Mecklenburg County Sherriff's Office                |
| 17) Stephanie Shatto  | Men's Shelter of Charlotte                          |
| 18) Wallace Baker     | Men's Shelter of Charlotte                          |
| 19) Chanda Scott      | Safe Alliance                                       |
| 20) Deronda Metz      | Salvation Army                                      |
| 21) Kelly Lynn        | Supportive Housing Communities                      |
| 22) Pamela Jefsen     | Supportive Housing Communities                      |
| 23) Mike O'Sullivan   | Unitarian Church Universalist Church Advocacy Group |
| 24) Angie Forde       | Urban Ministry Center HHH                           |
| 25) Justin Markel     | Urban Ministry Center HHH / Housing Advisory Board  |
| 26) Kirsten Sikkelee  | YWCA Central Carolinas                              |

#### **GUESTS PRESENT:**

- |                      |                              |
|----------------------|------------------------------|
| 27) Dimitri Cheatham | ARISE, LLC                   |
| 28) Shalakee Edwards | Carolinas Hierarchy of Needs |
| 29) Jan McNeely      | Changed Choices              |
| 30) Sara Derebery    | Charlotte Bridge Home        |
| 31) Kathy Gauger     | Community Volunteer          |
| 32) Tamara Neely     | HomeCare for the Carolinas   |
| 33) Barbara Baker    | Mental Health America        |
| 34) Susan Woodyard   | SocialServe.com              |



## **WELCOME, INTRODUCTIONS & SEPTEMBER MINUTES**

- Meeting called to order by HSN Vice-Chair, Pam Jefsen, at 8:34am
- September meeting minutes were approved by vote.
  - Motion to approve: Mike O’Sullivan; Second: Joy Crosby.

## **VICTORIES**

- Salvation Army set a record in October, rapidly re-housing 19 families (about 80 people) from the shelter, which included a family with seven people (Deronda Metz).
- YWCA celebrated a former graduate who started Teach for America. They are also very excited to be making it through some major pool renovation work (Kirsten Sikkelee).
- SocialServe was able to help a person who stopped by their booth at a conference. They searched for properties together before she left (Susan Woodyard).

## **UPDATES**

- **HSN Treasurer’s Report**
  - There was no Treasurer’s Report.
- **Candidates Forum** (Mike O’Sullivan and Justin Markel)
  - Overall, the event was successful and included three candidates, who for the most part, took questions to heart. Some lessons learned included dos and don’ts about the venue.
- **Shelters to Shutters Program Overview** (Scott Pitts, Case Management Director)
  - Scott provided an overview of the program, which is not new to Charlotte. Shelter to Shutters is a national non-profit that places individuals experiencing homelessness into housing and employment.
  - It was named the 2017 non-profit of the year by the National Multi-Family Housing Council.
  - Shelter to Shutters has 12 owners with over 1,000 complexes across the country.
  - The program includes up to a 70% discount off of the market rate for tenants during the first year. It also includes waived deposits and first month’s rent. The only upfront costs include a security deposit for utilities or renter’s insurance.
  - The first person who was placed through the program scored 100% on the secret shopper test.
  - Currently, the Charlotte program partners with Urban Ministry Center, the Urban League, Men’s Shelter of Charlotte, and Charlotte Family Housing.
  - Employment options for tenants include maintenance and leasing positions. With leasing positions, there are bonuses available. Through the program, working as a leasing agent and earning bonuses, a single mother with 2 sets of twins under the age of five is now making around \$50,000 a year and is in the process of buying a home.
  - Flyer was distributed to persons in attendance (attached to email).



## **GAPS ANALYSIS: WHAT IS MISSING IN CHARLOTTE-MECKLENBURG?**

Pam Jepsen, Supportive Housing Communities

Helen Lipman, Mecklenburg County Community Support Services

Courtney Morton, Mecklenburg County Community Support Services

Rebecca Pfeiffer, City of Charlotte Neighborhood & Business Services

### **Presentation Highlights** (Slide deck is attached)

- Definition of Gaps Analysis for this work will focus on identifying the estimated need of persons experiencing homelessness and the capacity of the system to meet the need.
- Three case studies were presented to show examples of gaps analysis work in other communities:
  - Nashua CoC: Basic Comparison of Point-in-time Count (PIT) and Housing Inventory Count (HIC) within a spreadsheet.
  - Houston CoC: Broader, comprehensive analysis that was also resource intensive.
    - Houston was a designated priority community by HUD in 2012, which resulted in an influx of resources and assistance. A gaps analysis resulted from their planning work.
    - Gaps analysis looked at gaps beyond housing that included employment, disability benefits, income, food and health needs.
    - The CoC worked with the Corporation for Supportive Housing to quantify the need for units for Permanent Supportive Housing and Rapid Re-housing.
    - Gaps Analysis revealed how fragmented and uncoordinated their system was in 2011 and 2012, which prompted them to move to a coordinated entry system. It also pointed out the need for income for many of the households served, which led to a partnership with the workforce investment board, now stationed at shelters.
    - The Gaps Analysis work cost \$25,000 which also included work that went toward the Point-in-Time Count efforts. Two full-time staff from the CoC were devoted to the work for several months.
  - Southern Nevada CoC: Broader, comprehensive analysis
    - CoC had a 60-member board with 5 active committees.
    - The CoC began their approach to gaps analysis by starting with the Point-in-Time Count, Housing Inventory Count and HMIS. They expanded the work to include interviews with persons who are currently and formerly homeless, service providers and community leaders.
    - The gaps analysis work centered around 3 themes: accessibility, availability and coordination of services.
    - The CoC utilized HomeBase as consultant for work; approximate cost was \$50,000.

### **Individual Surveys & Small Group Discussion**

Following the presentation, each individual at the meeting was given a survey (attached) to rank in order the priority areas they wanted to see be part of a gaps analysis in Charlotte-Mecklenburg. The



information from the surveys was collected, charted and presented to the group following the small group discussion (attached). For the majority of questions, there was a relatively even distribution of responses. General feedback reflected the fact that the questions are interlinked.

Individuals were groups into 5 small groups to discuss the priority areas for gaps analysis work they identified on the survey. Their feedback was shared with the larger group and is outlined below.

| SMALL GROUP DISCUSSION THEMES   |
|---|
| The gap of affordable housing impacts the work around ending and preventing homelessness. This includes moving households out of emergency shelter and transitional housing. It also includes situations where households go to the shelter and sleep in their car in order to get housing. |
| The advocacy committee of HSN is exploring a strategic, transformational approach to the issue of advocating for mandatory inclusionary zoning.   |
| Need for more community linkage. One example is connecting adults with mental health services.  |
| Transitioning from one housing service to another – utilizing a systems perspective to find the right match of housing needs with services.   |
| Barriers that exist to people sustaining their housing.   |
| Understanding more fully the reasons people become homeless – to inform prevention work.  |
| Gaps among specific populations including transgender persons and persons coming out of jail.   |
| Quantifying the number of persons who need case management versus housing only.   |
| Quantifying the needs related to finances, health and wellness.   |
| Understanding the role and impact of interventions provided within housing services.  |

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

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

- Homeless Awareness Month is in November.
  - There will be a proclamation given in front of the County Commissioners on 11/1 and in front of the City Council at the end of November. Please come out and support!
- Vigil to remember persons who have died in the past year will be on 11/14 from 6:30pm to 8pm.
- Advocacy team is starting to focus on affordable housing. Plan to talk to HAND committee, starting with Chairperson.
- UUCG is hosting a workshop on Affordable Housing on 11/16 at 7pm (see flyer via HSN).
- Kirsten Sikkelee shared that the YWCA is hosting a panel discussion on how Charlotte got segregated and pathways forward on 11/10 from 6pm to 8pm.
- Advocacy Meetings are held at McCreesh Place on the 3<sup>rd</sup> Tuesday of the month.

**HSN Coordination of Services in Housing (COSH):** HSN will reevaluate the format and structure of this committee during the beginning of 2017. No update.

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

- The CoC submitted an application for Emergency Solution Grant dollars to the State that included \$455,000 for emergency shelter and rapid re-housing funding.



- The CoC is submitting an application for a demonstration project that will target youth experiencing homelessness. The competition will only award funding to 10 groups across the country. The application is due 11/30.
- Next CoC Meeting is 11/9 @ 2pm @ Hope Haven. The agenda will include adopting the methodology for the 2017 Point-in-Time Count and reviewing the 2017 Housing Inventory Count.

**Housing First Charlotte-Mecklenburg:** Courtney and Pam provided an update on progress: As of September 30, 2016, there are 320 chronically homeless persons left to house. To date, 428 persons have been housed (57% toward goal).

**Housing our Heroes:** Branden Lewis provided an update on progress:

- Housing our Heroes hosted a VFW event around landlord engagement, which attracted over 50 persons. The following day, Greystar signed 2 properties onto the effort with vacant units.

### **2017 PROPOSED SLATE OF OFFICERS FOR HSN EXECUTIVE TEAM**

Pam reviewed the proposed slate of officers for HSN Executive Team and opened the floor for discussion and/or additional nominations. No additional nominations were given. A vote will be taken at the November 2016 HSN meeting.

- Chair: Pam Jefsen, Supportive Housing Communities
- Vice-Chair: Deronda Metz, Salvation Army Center of Hope
- Secretary: Courtney Morton, Mecklenburg County Community Support Services
- Treasurer: Tameka Gunn, Community Link
- Advocacy Co-Chairs: Mike O'Sullivan and Liz Clasen-Kelly

### **ADJOURN**

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

**Next Meeting** – November 17, 2016