



HOMELESS SERVICES NETWORK MINUTES

May 25, 2017 / 8:30am – 10:00am

Hope Haven Conference Center

ATTENDANCE

VOTING MEMBERS PRESENT

- | | |
|------------------------------|---|
| 1) Melissa Morgan | Anuvia |
| 2) Julia Hanson | Charlotte Mecklenburg Library |
| 3) Kelly Czarnecki | Charlotte Mecklenburg Library |
| 4) Tony Marciano | Charlotte Rescue Mission |
| 5) Stacie Caines | Charlotte Rescue Mission |
| 6) Tameka Gunn | Community Link |
| 7) Branden Lewis | Community Link |
| 8) Elaine Cadichon | Community Link |
| 9) Bridgett Graham | Crisis Assistance Ministry |
| 10) Pat Krikorian | Florence Crittenton Services |
| 11) Chaka Mouzin | Lutheran Services of the Carolinas |
| 12) Erin Schroeder | Mecklenburg County Community Support Services |
| 13) Helen Lipman | Mecklenburg County Community Support Services |
| 14) Courtney Morton | Mecklenburg County Community Support Services |
| 15) Erin Schroeder | Mecklenburg County Community Support Services |
| 16) Peter Safir | Mecklenburg County Community Support Services |
| 17) Robert Nesbit | Mecklenburg County Community Support Services |
| 18) Liz Clasen-Kelly | Men's Shelter of Charlotte |
| 19) Stephanie Shatto | Men's Shelter of Charlotte |
| 20) Deronda Metz | Salvation Army Center of Hope |
| 21) Michael Sowyak | Shelter Health Services |
| 22) O'Neale Atkinson | Supportive Housing Communities |
| 23) Amy Hawn Nelson | UNCC |
| 24) Mike O'Sullivan | Unitarian Church Universalist Church Advocacy Group |
| 25) Caroline Chambre Hammock | Urban Ministry Center |
| 26) Justin Markel | Urban Ministry Center: HHH |
| 27) Kirsten Sikkelee | YWCA Central Carolinas |

GUESTS PRESENT:

- | | |
|----------------------|-------------------------------|
| 28) Dimitri Cheatham | ARISE, LLC |
| 29) Janice McNeely | Changed Choices |
| 30) Miltonjha Grier | Disability Rights & Resources |
| 31) Lydia Cosgrove | Disability Rights & Resources |
| 32) Brandie Meekins | Harvest Center of Charlotte |
| 33) Rosalind Muller | HomeCare for the Carolinas |



- 34) Lakisha Suber
- 35) Drew Reynolds
- 36) Phyllis B. Finch

Mecklenburg County Behavioral Health Department
UNCC School of Social Work
Victory Christian Center

WELCOME, INTRODUCTIONS & APRIL MINUTES

- Meeting called to order by Vice-Chair, Deronda Metz, at 8:30am.
- April 2017 minutes were approved by vote.

VICTORIES

- New HMIS Administrator, Mary Ann Priester, begins on June 12, 2017 (Helen Lipman).
- Urban Ministry Center / Community Support Services is in the process of finding landlords for 120 scattered site units of permanent supportive housing. They hope to have additional staff start by late June. (Robert Nesbit).
- North Carolina Coalition to End Homelessness (NCCEH) held the first state conference in almost 10 years and many people from Charlotte-Mecklenburg were part of the presentations. Justin Markel was one of the speakers who presented in front of the full conference. (Liz Clasen-Kelly).

GENERAL UPDATES

- **HSN Treasurer's Report**
 - Tameka Gunn reported that there is \$9,679.67 in the HSN account.
 - Tameka will be sending letters to HSN members about membership dues.
- **2017 National Alliance to End Homelessness Scholarship Recipients**
 - Deronda announced the scholarship winners, each receiving \$750 to attend the National Alliance to End Homelessness Conference in Washington, D.C. in July 2017.
 - Ali Miller (Supportive Housing Communities)
 - Deborah Jones (Safe Alliance)
 - Adam Calderone (Urban Ministry Center)
 - Stephanie Shatto (Men's Shelter of Charlotte)
- **HSN Training Budget Update**
 - Deronda shared that HSN is working with trainers from the School of Social Work at UNC Chapel Hill to cover the training areas identified by HSN members; a tentative target for the training to take place is Fall of 2017.
- **Matthew Desmond Event Assistance Request**
 - HSN members discussed the opportunity to play a role in sponsoring a public lecture by Matthew Desmond, author of *Evicted*, in September 2017. The full cost is approximately \$30,000 and the current community gap is \$10,000.
 - HSN Group members discussed opportunities to maximize the visit by Matthew Desmond, including hosting book discussions leading up to the September speech and highlighting the policy recommendations Desmond discusses at the end in the context of the proposed FY18 federal budget.
 - Desmond's visit is currently planned for Wednesday, September 27th. HSN discussed asking if it was possible to have him attend another meeting with HSN members during regularly scheduled HSN session the next day on Thursday morning.



- HSN members approved by vote to give \$5,000 to the planning group working to bring Desmond to Charlotte in September.
- Questions about the Matthew Desmond event can be directed to Courtney Morton at Courtney.morton@mecklenburgcountync.gov
- **Chapin Hall Study & HMIS**
 - Amy Hawn Nelson, Director of the Institute for Social Capital at UNC Charlotte and Drew Reynolds, Assistant Professor at the College of Health and Human Services at UNC Charlotte, shared information about a research project that is looking at families experiencing homelessness in Charlotte-Mecklenburg by looking at multiple data sources including census data, data from HMIS, Department of Social Services and Charlotte Mecklenburg Schools. The project involves a process that has never been done before, and requires an overlay agreement be signed by HMIS agency Executive Directors to proceed. The agreement and project overview are attached to the email. Questions and follow up can be directed to Amy Hawn Nelson at Amy.Hawn.Nelson@uncc.edu
- **Note Calendar Change Below: July HSN will take place on July 27th**

TIME OUT YOUTH NEEDS ASSESSMENT: THE NEEDS OF LGBTQ YOUTH

O'Neale Atkinson, Director of Youth Programs and Services

- A presentation was made on the needs assessment released last year by Time Out Youth: [LGBTQ Homeless Youth of the Carolinas Need Assessment](#). A slide deck of the presentation is attached.
- O'Neale shared some of the key findings from the needs assessment conducted with youth and service providers (can be found in PowerPoint attached):
 - Participants reported a need for an LGBTQ homeless shelter.
 - 50% of LGBTQ homeless youth have been without stable housing at least four or more times in the last three years.
 - 50% of youth stated they did not feel safe accessing shelters.
 - 20% felt very unsafe accessing shelters.
 - 60% of youth felt that shelter staff did not understand LGBTQ issues.
 - All responders said they would feel safer in an LGBTQ-specific housing program and that Charlotte needs one.
- Following the presentation, O'Neale answered questions from HSN members including:
 - **Where in the recommendations that came out of the LGBTQ assessment have you made progress and where do you feel there is more work to be done?**
 - O'Neale shared that Time Out Youth has made progress in raising awareness about LGBTQ youth experiencing homelessness in Charlotte-Mecklenburg as well as partnering with providers to integrate more inclusive policies. They hope their new building will be completed in 2017 with twice the amount of space. They hope to provide a one-stop-shop with access to basic services for youth. Time Out Youth hopes to build a 10-bed transitional housing facility for LGBTQ youth by 2020.



- **How do you help other residents / clients to be inclusive of LGBTQ residents in a shelter?**
 - O’Neale shared that of the population seeking services from Time Out Youth, 12% do not identify as LGBTQ youth. He said that it is important to hold residents and clients accountable for their behavior just as you would with staff, and that it requires frontline staff be trained as well as administrators who can affirm and regulate the behavior while continuing to provide education to staff, volunteers and people accessing services.

- **Deronda Metz commented that she observed a change at the Salvation Army Center of Hope among residents toward a culture of acceptance whereas in the past having residents that identified as transgender would have been treated differently. Deronda also asked if Time Out Youth worked people who were victims of human trafficking, which is work that the Salvation Army Center of Hope is undertaking.**
 - O’Neale shared that human trafficking is part of the work that Time Out Youth does, especially in partnership with Safe Alliance.

- **Liz Clasen-Kelly commented the Time Out Youth has been helpful with providers, including the Men’s Shelter of Charlotte, to provide training to staff. She said that the training with the Men’s Shelter of Charlotte has helped staff to navigate “gray” situations where it is not completely clear that a staff or resident has said or done something that is harmful, but is close or could escalate into something harmful, and that staff can find ways to intervene and create opportunities for learning and growth.**
 - O’Neale affirmed that culture change takes time and requires support from all levels of staff. He mentioned that Dove’s Nest has also participated in training.

- **Does building a LGBTQ youth specific shelter take the pressure off other shelter providers to welcome and integrate LGBTQ youth into their shelters?**
 - O’Neale shared that creating a LGBTQ youth shelter is not the only answer, but it solves an issue for now. LGBTQ youth and adults can enter all the shelters, including Salvation Army Center of Hope, Men’s Shelter of Charlotte, Dove’s Nest and YWCA.

- **What does the “Q” mean in LGBTQ?**
 - O’Neale shared it can mean “queer” or “questioning.” “Questioning” means that an individual might be unsure whereas “queer” has become an umbrella term for identifying with anything not cisgender. “Cisgender” means that an individual exclusively identifies with the gender assigned to them at birth.

- **How can providers access training?**
 - O’Neale shared that they can provide trainings to providers including housing and homelessness as well as mental health and other supportive services. Contact information is below for O’Neale and Shakira Clarke.
 - O’Neale Atkinson: OAtkinson@TimeOutYouth.org
 - Shakira Clarke: SClarke@TimeOutYouth.org



COMMITTEE UPDATES

- **HSN Advocacy Committee** (Mike O’Sullivan)
 - Mike O’Sullivan shared that they invited Brian Huskey, new leader of the Landlord Consortium, to attend their meeting to discuss gaps in housing assistance for individuals and families in the community. The group is also sending a survey to providers to better understand the community impact if Community Development Block Grant (CDBG) funds are reduced or removed completely.
 - On June 1st, the Unitarian Universalist Church of Charlotte will host a presentation and panel on family homelessness at 7pm.
 - Mike invited everyone to attend meetings – 3rd Tuesday of the month at 3:30 pm at McCreech Place.

- **Housing Advisory Board: Continuum of Care Committee** (No update)

- **Housing Advisory Board: CoC Committee: Coordinated Assessment Oversight Committee** (Helen Lipman)
 - Helen Lipman shared that the committee is working hard to implement changes with a new 211 system coming on board around July 2017. The committee hopes to share more detailed news of the changes and roll out at the June HSN meeting.

- **Housing First Charlotte-Mecklenburg** (Caroline Chambre Hammock)
 - Caroline Chambre Hammock shared that Housing First Charlotte-Mecklenburg is a collaboration of 27 partners working to end chronic homelessness by the end of 2017. As of April 30, 2017, 498 people have moved to permanent housing, which is just shy of 500 total people.
 - There are 324 people remaining on the registry in need of housing.
 - Caroline shared that the group is spending time looking closely at the 324 people remaining on the registry to better understand the group’s demographics and characteristics as well as to ensure proper targeting of resources.
 - The working group is an open meeting; the next one will be held on Monday, June 5th at 1pm at Center City Partners.

- **Charlotte-Mecklenburg Housing our Heroes** (Branden Lewis)
 - Branden Lewis shared that since January 1, 2017, 43 veterans have moved to permanent housing. There are 122 veterans remaining on the registry in need of housing.
 - The group continues to meet monthly and are awaiting the results of a grant application that would provide financial assistance for application fees and security deposits.

CHALLENGES

- Ben Carson, Secretary of the U.S. Department of Housing and Urban Development, shared earlier in the week during a radio interview "poverty to a large extent is also a state of mind." In addition, the federal budget’s plan shows significant cuts to programs that provide housing assistance as well as safety net services. To learn more about the planned cuts and breakdown, you can access information via this [site](#) from the National Alliance to End Homelessness.



- Even though there is an overall decrease in homelessness in Charlotte-Mecklenburg, the Salvation Army Center of Hope continues to see people presenting for shelter and housing every day at Coordinated Entry. They are partnering with a local congregation to add additional shelter space for the period between June and November. Deronda shared that this will also allow congregations to provide support with connections for job and other housing opportunities in addition to providing shelter space.

ADJOURN

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

Next Meeting – June 22, 2017