

Council to End Homelessness in Durham • November 20th, 2014, 10:00-11:30am

Location: Genesis Home, 300 N. Queen St, Durham, NC 27701

Attendance: Lloyd Schmeidler (City of Durham), Ryan Fehrman (Genesis Home), Janet Xiao (CEF), Matt Schnars (City of Durham), Catherine Pleil (DIHN), Tiana Terry (VofA), Carolyn Schuldt (OTM), Collins Crowe (OTM), Clara Sanders Marcus (GH – CoS intern), Stan Holt (UWGT), Nicole Meeks (DERC), Gretchen Senez (H4NH), Joi Stepney (H4NH), Sharon Elliott-Bynum (CAARE), Ellecia Thompson (Durham VAMC), Lindsey Jordan Arledge (Durham VAMC), Valaria Brown (Alliance), Kwasi Smith (Alliance), Holly Hogarth (TROSA), Tomesia Barnes (Durham VAMC), Molly Russell (H4NH), Patrice Epps (Durham VAMC), Cynthia Harris (H4NH), Carlos Taylor (Psychotherapeutic Services), Spencer Bradford (DCIA), Maymewebb Bledsoe (Duke), Candace Rashada (DTCC), Charita McCollers (Lincoln), and Patrice Nelson (UMD)

Welcome and Call to Order: Ryan Fehrman called the meeting to order at 10:00am.

Lloyd made a motion to extend approval of October meeting minutes until the updated version that includes accurate attendance. Seconded by Tiana. The motion was approved.

Stan Holt, United Way of the Greater Triangle New Initiatives and Funding Opportunities through Collaboratives

The Story: These new opportunities developed out of UW's work around young people aging out of foster care.

- The animating question for UW has always been: how to improve the financial stability of households? First they invested in VITA sites, which allowed families to access work supports (EITC, Child Tax Credit).
- Then, they realized the need to serve children who are aging out of foster care. In Durham there are 60-70 kids every year who turn 18 and age out of foster care. UW started with financial literacy plus matched savings. They found that behavioral changes were more difficult, and tied to the young person's income and housing.
- In 2012, the new CEO made the strategic decision to think about expanding this group of services to young people, and think about it in terms of housing, income/education, and financial management. UW sought to think about this from a network perspective, and invest in 4 counties (Wake, Durham, Orange and Johnston). Their goal was to raise and spend \$1mill. in 3 years. UW issued the RFP a year ago, and have been working with the first collaborative in Wake County for the last 6 months.
- UW has just issued another RFP for Durham County. In Durham: Carolina Outreach, Dress 4 Success, the Genesis Home and others put in a joint application.
- Now moving into Orange and Johnston.
- The Departments of Social Services from all of these counties have been at the table since 2009.
- What we have started to learn about collaboration in this process: LINKS is responsible for 7 outcomes – housing, employment, education, postponing at-risk behavior, connections to providers/family. We have discovered that it really does take a network. This whole network

model has really shifted the way organizations have been thinking about how they deliver programs. We are seeing the importance of diverse organizations being at the table.

Practices & Lessons Learned So Far:

- Developed a common intake form, starting to do common assessments, over time developed common “case reviews.” We have seen that this is efficient for the young person—they tell their story once, and they have a network of providers rather than just one.
- If one outcome improves, the rest improve too.
- eg. Staying on a friend’s couch—we providers might not think of that at “stable housing,” but the young person does. Young person is at the center, not of a program, but of a full network.
- Who is at the table: HUD system, DHHS, Technical College etc.
- The result of this “network” model with young person at the center = creating efficiencies

Q: Sounds similar to System of Care (eg. a Care Review)?

A: Sounds similar, though SoC has larger numbers and slower response rate. UW Collaboratives are a more tightly-knit “network” support system that can respond more quickly. The Collaborative has allowed there to be individual people working on a daily basis with young people, and being able to talk about them on a regular basis.

Q: What did the process of developing common intake and assessment look like?

A: One organization ran point; others adapted. We start from the common place (the network). The intake is developed for a broad support system, so if there needs to be more intake for particular program aspects, those form a separate and more detailed conversation. Less triangulation means there are better communications.

Program Growth: UW is trying to apply this “network approach” to impoverished families, and is seeking to improve educational success & economic security of families. How do we make this really work for families?

- 3 buckets in an integrated network:
 1. Educational success
 2. Family wellbeing
 3. Family economic security
- Open Call: Process will be open in January. We’re asking networks to come to the table on all of these categories. How do you pull that together to support at-risk families? How to think of family as a “system”?
- Just yesterday, board approved this in May as a concept, and now we’re seeing it in reality.

Q: What is United Way’s role in developing the network?

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A: At this point, it will be technical assistance (ie. how do you want to think about your network, developing the systems pieces). Staff will be available also to help build the network and bring groups to the table.

Invitation to all members of CEHD to watch United Way's website, give Stan a call, who will direct you as he knows. United Way is also continuing its commitment to basic needs (food, shelter, safety, healthcare), but this will be a big conceptual shift. More will be operationalized between now and January 1st, 2015.

Mayme Webb-Bledsoe

HSAC Youth Subcommittee Update, presented by Mayme Webb-Bledsoe of the Homeless Services Advisory Committee

Subcommittee Background & Activities:

- Focus: homelessness amongst youth between the ages of 14-24
- Starting working around 1 year ago trying to find out about this population. We had the sense that this was an invisible experience and is difficult to talk about because of shame, and it's also difficult to get information when dealing with confidentiality etc. As a group, the subcommittee decided to do some listening sessions, hear from LGBTQ communities, meet with other groups, learn what other cities are doing with regards to counts etc.
- The subcommittee decided that they would initiate a **Point in Time count** in Durham. Working with NCCU faculty member to help design a form. Will use a "champion approach": identify sites like the library, Lincoln's homeless community, etc. Looking to create a site that's safe and comfortable or that has connections with community so that we can begin having a conversation about unstable housing for them.

Point in Time Count Details:

- The survey will be rolling out on December 11th until MLK Day.
- Goal: to reach at least 500 youth in the community and survey them to obtain helpful information.
- There will be training at Carolina Outreach for providers, Champions, and anyone who is administering the survey. In particular, "Champions" – who are already working with youth populations – will be leading each site.
- The City of Durham website includes:
 - (a) A registration portal for those who are interested in getting involved.
 - (b) Surveys in English and Spanish

Q: Will this significantly increase our Point in Time (PIT) count of the number of people who are homeless?

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A: Yes, because if you look at PIT data for transition-age youth, 2014 number was 27. The current numbers for homeless youth are not accurate.

Q: Do we also need to be thinking about how we use the PIT numbers? Each year, some key variable has changed so that we don't have a consistent measure, so that the numbers go up and down. This negatively impacts some of our funding opportunities. Is there a way we can do two separate reports?

A: Yes—the subcommittee will be figuring out how best to present this data. The survey will focus on housing stability, which does not necessarily fit with the HUD definition of “homelessness.” The survey tool will be able to capture all levels: from chronically homeless with disability all the way to people who are housed. The aim is to cast a wide net and get a large sample. Durham is listed in AHAR as having *the* lowest number of unaccompanied homeless youth, which points to missing data. Also, this discussion points to some confusion around the HUD definition of “homelessness”—as a community, how do we figure out how to bridge that tension?

Lindsey ~~Jordan~~-Arledge (VA Medical Center)
The VA's Efforts on Homelessness

Starting in 2010, the VA Medical Center ramped up efforts to end homelessness around veterans, and developed a 5-year plan with the goal to end veterans' homeless by December 2015.

To do this, the VAMC developed programs that looks at circle of services. When we started 10-15 years ago, only had outreach (healthcare; Bob Williamson – goal was to go out and engage homeless veterans wherever they are – and administer healthcare). Last year, we served ~1200 veterans, covering 26 counties.

Two major initiatives:

- I. Grant per diem – transitional housing (58 beds)
- II. HUD VASH – permanent housing option, issues vouchers to veterans (projected 500 beds next year)

Other initiatives:

- Weekly groups with veterans at UMD, also attend case management meetings.
- Also outreach at libraries, soup kitchens, street
- 4 annual Stand Downs: gets the word out about services available to homeless veterans.
- VA representatives attend CoC meetings

VA Internal Processes:

- Contract Residential Program: contract residential program also is a treatment avenue (vets in those programs tend to have more MH/SUD needs). With contract program, currently

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have 6 beds run by USA Veterans Help and other scattered sites in Durham. Also looking at medical respite program that will come out in January; 9 beds for medical respite.

- Dental Care: most veterans aren't eligible for dental care at the VA; eligibility is more narrow (eg. they have to have a disability directly related to dental care). Served 72 veterans last year.
- SSVF (VA's version of rapid rehousing): Volunteers of America has recently expanded through "surge" funds (a final push in order to meet the December 2015 goal), allowing for additional work to be done.
- Medical Center: Every veteran who has a primary care appointment is now asked, "How stable is your housing?" Helps to identify homeless veterans.
- Seeking to develop a veterans court, which is a need in Durham. There is a new Veterans Justice Outreach Coordinator who is taking on this project, and is currently reaching out to veterans in local justice centers and coming up with alternatives to incarceration.

National Call Center:

Veteran or veteran advocate can call in, who will refer them locally to the local Medical Center. Last year, responded to 1200+ calls. Popular way to get access if people don't know what to do.

1-877-4AIDVET (1-877-424-3838)

HUD VASH Vouchers:

- Target is chronically homeless veterans.
- Voucher numbers: Have 400 vouchers at VAMC. Possibly by the end of December 2015, will have 500 vouchers. Of those 400, 74 are managed here out of the Durham Housing Authority. Wake Housing Authority manages many but has agreement with DHA to allow veterans to be housed in Durham.
- Chatham – have project-based program
- 324 veterans are housed today.

Income:

- Partner closely with VBA (Veterans Benefits Administration)-side to help veterans file claims. Can expedite claim for benefits if veteran is homeless.
- Compensated Work Therapy (CWT): veteran can stay for 6 months while (re)developing work skills and hopefully transition into employment. Hire peers to help veterans go find programs they want; very person-centered. Internal program, provide positions within the medical center.
- A new worker, Patrice, just started on Monday: a lot more of engaging employers in the community to hire veterans, also some individual case management.
- Another avenue: the Department of Labor's HVRP Homeless Veterans Reintegration Program (offers job readiness, job placement etc.)

Partners:

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- Community partnerships are very important to us.
- The VA is at the table, participating with other homeless providers.
- Feedback – they do a challenge survey, which helps VAMC know what the unmet needs are. Many programs were funded because needs were first identified.

Eligibility is based on length of service & status of discharge

- Most programs: only “honorable discharge” eligible
- Waiver with grant per diem & SSVF (at least 1 day of active duty, and discharge that’s other than dishonorable)

Q: What’s the difference between Transition in Place (TiP) and SSVF?

A: SSVF is “supportive services,” so they may help with rent and other types of assistance but don’t assume the lease of the property. With Passage Homes, they have the lease and manage the property. SSVF has strict time and service limits, and focuses on prevention/rehousing, whereas Transition in Place’s goal is to transition within 1 year with extensions as needed.

Q: Is there a contact number to which to refer veterans?

A: National hotline number (1-877-4AIDVET). Locally 919-286-0411 ext. 7065

Q by Sharon Elliott-Bynum: Regarding the veterans court, Jim Hardin may be the person to take it over. It wasn’t dropped!

A: Lindsey asked to ensure that new person is involved and part of the email group.

Q: On federal level, resources are being directed to veterans to reach the 2015 goal. Do you have a sense of whether there will be funding cuts afterwards?

A: The 500 HUD VASH vouchers won’t get taken away, with expected 10% turnover. Others are funded with shorter-term funding, eg. Transition in Place was a 3-year grant. We are expecting that there may be some changes; we don’t know what the next administration’s priorities will be.

Q: Is anyone working with landlords to convince them to take HUD VASH vouchers?

A: A few property management companies work with the VAMC who will waive certain barriers; working to create that kind of a database and do more to engage landlords. This is the top priority project that Lindsey has given the HUD VASH coordinator.

Ryan Fehrman, CEHD Chair
CEHD Election in December

There will be some vacancies in Council to End Homeless in Durham leadership positions next year: Ryan has served as Chair for last 2 years and is ready to rotate off. Joyce Stancil-Williams has served for two years as the Vice Chair, and will also be rotating off. It is unclear where Janet (Secretary) stands regarding serving a second term. In December, CEHD will be holding an election. Talk to

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Ryan for better understanding of the responsibilities – basically, they involve getting agenda together and running meetings.

Agency Announcements

- Next CEHD meeting will be on December 18th. Due for another joint HSAC/CEHD meeting. Will get announcement with tentative date – tentatively scheduled for January 21st.
- CEHD will not have meeting in January
- Provider potluck: Rapid Rehousing Advisory Committee would like to invite providers to join a provider potluck on Thursday, December 11th from 2-4pm at Healing with CAARE. If you would like to sign up to bring a dish, go to perfectpotluck.com (search: Stepney, password is 9762)
- Genesis Home has a vacancy for Family Services Coordinator – the job is listed on the Genesis Home website, NC Center for Nonprofits jobs board, and NC Coalition to End Homelessness job board
 - Shift: 12-8pm or 1-9pm, need an evening person
- Alexander Herring is no longer at UMD. Pastor at heart – now pastoring Mt. Pleasant Baptist Church in Goldsboro. Go visit him in church!
 - For support/partnership:
 - UMD ~~w~~Will probably hire 2 interims, 1 person to deal with shelter operations & another to deal with the programmatic/partnership work (especially employment and training efforts with DERC and Durham Literacy Center, AmeriCorps, VA etc.)
 - Interim time: January through end of June
 - Patrice has gotten calls from Jim Wise at News & Observer, Ryan, HSAC member, donors – that there's a rumor going around that Alexander was arrested for embezzlement. This is not true!
- Catherine asked: who is the person to call for families when there is no shelter and the family is unsheltered?
 - Answer: DSS for CPS. If there are children, they will do an abuse/neglect report. Who has budgets for hotels? Duty to report = if unsheltered, then legally have to call CPS and report it. DSS has to go and investigate that, 24 hour on call. Potentially the kids can be connected to foster care system.
- Nicole Meeks, DERC: recruiting for cohort 24 in 6 month job training program. Would like service providers to be sponsors for trainees.
- Lloyd: reminder about tomorrow evening's showing of the documentary film "Something to Call Home." Tells the story of 4 Wilmington, NC households struggling to regain/maintain housing. Filmmaker/director Rebecca Kenyon will be present. Location: Resurrection UMC.
- DCIA organizing a memorial vigil on Sunday, December 21st, and they need to gather the names of folks in homelessness who have died this year a few weeks prior to the event. If you have names of clients who have died in the last year, please send them to Spencer

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Bradford at dcia@dcia.org If you would like to participate in the program in some way (song, spoken word), email Spencer as well. Spencer will have program available by the December CEHD meeting.

Ryan adjourned the meeting at 11:30am.

Respectfully Submitted by Janet Xiao (janetx@communityef.org).