

10-YEAR PLAN TO END CHRONIC HOMELESSNESS

Management Advisory Team Meeting Minutes

June 5, 2008 ▪ 10:30 A.M. ▪ Pitt County Development Services Conference room

Committee Members Present: James Rhodes, Ruth Peebles, Marilyn Williams, Bob Thompson, Lynne James, Lori Jones, Reverend Albert Shuler, Stephen Smith, Paulette White

Committee Members Absent: Amy Modlin, Pauline High, Margaret Dixon

The MAT reviewed and accepted the May 29 meeting minutes.

Updates

Bob made a presentation to the Pitt Mayor's meeting on June 3rd. The presentation was well received.

The save-the-date card has been sent to business roundtable invitees. Tim Nelson, chair of the United Way of Pitt County board, will sign the business roundtable invitation letter and Stephanie Hinnant will be asked to attend the business roundtable meeting and make a few remarks.

Paulette will continue to gather cost information from various sources such as the Department of Social Services and the Emergency Medical Services. The names of the individuals on the current list were collected from the Detention Center and Greenville City Police. Those individuals who have been served by the Greenville Community Shelter have been identified.

Ruth continues to revise the goals, outcomes and strategies document in preparation for the June 19 BRTF meeting.

The MAT held a conference call with Amy Sawyer, Homeless Initiative Coordinator with the City of Asheville and Laurie Tollman, Substance Abuse Provider Network Specialist Western Highlands Network to discuss the Asheville 10-Year Plan's transition from planning to implementation and best practices. (See notes below.)

Action Steps:

1. Ruth:

- email BRTF members and subcommittee co-chairs about revised planning process schedule
- contact Andrea Kurtz with the Winston-Salem 10-Year Plan about partnerships with businesses; information and best practices can be included in materials distributed at the roundtable meeting.

- provide Reverend Shuler with talking points for the meeting with the Chamber of Commerce Board on June 19
- continue to revise goals, outcomes and strategies document

2. Marilyn:

- confirm Stephanie Hinnant's participation in the business roundtable meeting

3. Lynne:

- review goals, outcomes and strategies and provide Ruth with feedback as soon as possible

4. Paulette:

- send notice to MAT to confirm participants in the June 17 meeting with Triangle 10-Year Plan coordinators
- secure signatures for the invitation letter from the Mayor, County Commissioners chair and UW board member
- mail business roundtable invitation letter on June 10
- continue to work on the resource list to be included in the plan and will ask that the MAT review the list by June 16
- continue to work on economic cost data

5. James:

- contact ask Wanda Yuhas and Susanne Sartelle to review the invitation list and provide additional names

6. Reverend Shuler:

- present at the June 19 Chamber of Commerce board meeting

Next MAT meeting: Thursday, June 5 at 10:30 a.m. – 12 noon at the Pitt County Development Services Conference Room

Discussion Questions and Responses

10-Year Plan Coordinators Conference Call with the Asheville Team
June 5, 2008

1. Describe your community's transition from planning to implementation. What has worked and what did not work?

The interest in the 10-Year Plan began in 2003 when local champions, including Martha Are, introduced the idea of developing a plan and implementing the Housing First/Housing Plus model. The City and County recognized homeless as a social issue that needed to be addressed.

The 10-Year Plan was written and accepted in 2005 and staff was hired approximately one year later. The challenged was keeping folks engaged. Implementing Housing First model was fostered with Homeless Coalition and Continuum of Care. Having "natural champions" in the community was a key to moving the plan to action. Having a plan that features what others are already doing was also important.

Individuals in the community continued to meet to determine the focus of implementation. There was still debate as to what should happen.

During the planning process and the transition period, the Asheville team worked on identifying the individuals going in and out of the hospitals for care and identifying the group of individuals using the most public dollars. As a result, the team decided that they would focus on the chronically homeless population.

The Homeless Coalition was the overseer and dedicated time to these activities. Homelessness is always in the face to the business owners and tourists and the issue is always in the forefront of the City Council.

2. Describe your implementation structure? Has the structure been effective? Why or why not?

The Affordable Housing Coalition first was the leading agent and the 10-Year Plan was positioned as a demonstration project. City of Ashville is now the leading agent. Amy Sawyer is a City employee who serves as Homeless Initiative Coordinator.

The Homeless Advisory Team was made up of decision makers (businesses, nonprofits, etc.) was established. Homeless Coalition chairs serve on the Advisory Team. Subcommittee meets on a regular basis. The Homeless Advisory Team is a function of the City.

A broad base of support needed to move forward. A natural course of action needs to happen (tipping point concept). Not everyone involved in implementation is on board with established goals and objectives.

Under a nonprofit, the homeless initiative does not have the authority needed so it needed to be part of the City of Asheville.

United Way is a good source of funds.

All types of homeless agencies play a role in implementation. It is important to acknowledge that everyone has a role so that providers do not feel threatened (i.e. services will no longer be needed).

3. What is the estimated budget for years one and two of implementation? What are your funding sources for implementation?

Funding for the first year of implementation was less than \$100,000. The budget included one full time staff person and twice that amount for incidentals.

Buncombe County and the City of Asheville are both involved. The budget included CBDG funding and County funds. Because it is partnership there are agencies that offer in-kind contributions.

The project leverages federal, state and local resources.

A foundation has been formed to raise funds for permanent supportive housing. Through the City a fund has been created so that private donations can be made to support the work of the 10-Year Plan. Making a contribution to the 10-Year Plan is like donating to a nonprofit.

The Downtown Association (smaller businesses) is instrumental in holding fundraisers to give back to the downtown area. The Association has decided to donate 50 percent of all funds raised to the 10-Year Plan work. Business partners are to match what has been raised.

The team advised that Pitt County look at salary levels that other communities are paying their coordinators.

The 10-Year Plan project should be housed in agency that can provide resources to cut down on costs.

4. What have been the most effective or most promising best practices implemented?

SOAR - The County will have a SOAR worker at the DSS and a full-time SOAR worker at housing support team location. The County is the recipient of mental health grant that has helped to place 52 chronically homeless individuals and mentally ill individuals in permanent housing and have enabled them to have to access services.

The key to success is to be creative. Thirty individuals received SOAR training and began telling success stories. As a result, people requested second training. Hospital and Western Highlands worked together. They could see savings and how

the savings could be best used. Each agency put in resources so that not one agency would have to pay for the project.

The Asheville team struggled with the data collection to determine the change when intervention is put in place.

Jail Diversion Project - The 10-Year Plan team is working to create a centralized in-take center. They are working with emergency response team and mental health/substance abuse teams to provide services in jails. It has been difficult to get providers to the jail in a timely manner in order to link individuals to services.

There is also a need to partner with/use the court system. There has to be a concerted effort to create policies and procedures.

5. What role has the business community taken to help implement the 10-Year Plan? How have you build relationships with the business community and other sectors, i.e. the faith community? Have you had successful partnerships with the medical community/local hospitals?

Hospitals can assist with SOAR. Identifying clients was a challenge. The hospital has participated in the crisis stabilization project. Representatives from the hospital serve on the advisory board. Hospitals will send people to trainings if they see it as a benefit.

The team found that they can show cost savings, but funds will go back into hospital system and in turn will not be used for new projects.

The businesses are interested in how they can *specifically* help with the 10-Year Plan. *How* businesses can get involved has to be framed well.

Most of the emergency shelters in Buncombe County are faith-based. Faith-based often have funds to support the 10-Year Plan. They also can provide mentors for those individuals moving into permanent housing or provide moving baskets. It was suggested to hold a faith summit to bring folks together to discuss how faith-based institutions want to get engaged.

Business leaders should serve on the advisory group/board and committees. Most of the businesses that are involved in the Asheville Plan have personal connection to homelessness (family member, etc.).

The City appointed a downtown social issues task force and out of that the businesses became more involved (pan handling, public urination, substance abusers' petty theft). A couple of businesses began to view homelessness as a social issue and a way by which the community can come together.

It was recommended that the MAT contact Andrea Kurtz at the UW in Winston-Salem to learn more about how they successfully partnered with businesses.

Miscellaneous Questions

6. How did you gather cost of homelessness data to support your plan? How was the information presented to build a compelling case for the 10-Year Plan?
- Data can be collected from the emergency response team – emergency, police records - arrests, hospital.
 - Jenny Vaughn, researcher, conducted research regarding cost savings for permanent supportive housing; Lennox Chase document is a good reference.
 - Professional researchers can get confidential information.
 - The Asheville group will eventually get information from housing support team – scattered housing.
 - Information gathered was to the point and provided a case.
 - Aggregate data was collected.

Other:

- It was suggested to join the 10-Year Plan Coordinators Group – NC Homelessness Coalition