

## HOMELESS SERVICES NETWORK MINUTES

June 22, 2017 / 8:30am – 10:00am

Hope Haven Conference Center

### ATTENDANCE

#### VOTING MEMBERS PRESENT

1) Vonda Simmons	Charlotte Family Housing
2) Kelly Czarnecki	Charlotte Mecklenburg Library
3) Julia Hanson	Charlotte Mecklenburg Library
4) Stacie Caines	Charlotte Rescue Mission
5) Tony Marciano	Charlotte Rescue Mission
6) Anisse Avery	Community Link
7) Tameka Gunn	Community Link
8) Branden Lewis	Community Link
9) Kay Blake	Community Link
10) Bianca Graham	Crisis Assistance Ministry
11) Gayle Butterfield	Florence Crittenton Services
12) John Burns	Goodwill Industries of the Southern Piedmont
13) Rosalind Muller	HomeCare for the Carolinas
14) Natalia Botella	Legal Services of the Southern Piedmont
15) Barbara Cross	Mecklenburg County Community Support Services
16) Erin Schroeder	Mecklenburg County Community Support Services
17) Helen Lipman	Mecklenburg County Community Support Services
18) Shamika Murray	Mecklenburg County Community Support Services
19) Stacey Bergeron	Mecklenburg County Community Support Services
20) Peter Safir	Mecklenburg County Community Support Services
21) Robert Nesbit	Mecklenburg County Community Support Services
22) Vickie Davis	Men's Shelter of Charlotte
23) Kathy Gauger	Men's Shelter of Charlotte
24) LaShawnda Powell	Safe Alliance
25) Harry Mack	Salvation Army Center of Hope
26) Deronda Metz	Salvation Army Center of Hope
27) Michael Sowyak	Shelter Health Services
28) Pam Jefsen	Supportive Housing Communities
29) Mike O'Sullivan	Unitarian Church Universalist Church Advocacy Group
30) Justin Markel	Urban Ministry Center: HHH
31) Angie Forde	Urban Ministry Center: HHH
32) Kirsten Sikkelee	YWCA Central Carolinas
33) Jack Deering	YWCA Central Carolinas
34) Carrington Cosby	YWCA Central Carolinas

#### GUESTS PRESENT:

35) Janice McNeely	Changed Choices
36) Richard Klamm	Disability Rights & Resources
37) Tracey Questell	Healing Vine Harbor
38) Crystal Komis	New Strength Homes
39) James Searcy	Promise Resource Network

40) Brian Huskey  
41) Phyllis Finch

Social Serve / HousingCLT  
Victory Christian Center

## **WELCOME, INTRODUCTIONS & MAY MINUTES**

- Meeting called to order by Chair, Pam Jefsen, at 8:34am.
- May 2017 minutes were approved by vote.

## **VICTORIES**

- Urban Ministry Center / Community Support Services reported the first person through the scattered site program is moving in next week. (Robert Nesbit).
- Mecklenburg County adopted the new FY budget last week and it includes assistance for those living in subsidized housing and expanded assistance for rapid re-housing. (Helen Lipman).
- Funds for single dads experiencing homelessness will be available through Mecklenburg County Community Support Services in the new FY (Helen Lipman).
- YWCA can renovate locker rooms and update website thanks to \$1M raised (Kirsten Sikkelee).
- Supportive Housing Communities will start a program using PATH assistance (Pam Jefsen).
- Salvation Army Center of Hope had a fire at the shelter where dorms were destroyed, but through City of Charlotte TBRA funds, 18 families were able to move into permanent housing (Deronda Metz).

## **GENERAL UPDATES**

- **HomeCare for the Carolinas Joins HSN**
  - HomeCare for the Carolinas complete the required steps to join HSN as a member agency. HSN voted to approve their membership application.
- **HSN Treasurer's Report**
  - Tameka Gunn reported that there is \$8,929.67 in the HSN account.
  - Tameka will be sending letters to HSN members about membership dues.
- **Coordinated Entry & 211**
  - Helen Lipman provided presentation about updates to Coordinated Entry and 211.
    - People seeking housing assistance will soon be able to call NC 211 to complete a screening / triage assessment. Any people who is literally homeless will be directed to one of the three Coordinated Entry locations. People who are at risk of homelessness will be asked questions to help understand other issues and needs that need to be addressed and to make appropriate referrals. HMIS will continue to be used for people experiencing literal homelessness or who are at imminent risk of homelessness within 14 days. NC 211's iCarol system will be used to enter data on all people who are precariously housed.
    - With new system, people will be able to receive information sooner by not having to go to a site to receive an in-person Coordinated Entry, if not necessary. In addition, data on other needs such as food, medical and employment will be provided through iCarol.
    - Coordinated Entry Oversight Committee will continue presentations on new system to different stakeholders in the community with plan to roll out full system in October 2017.
- **Evicted Lecture & Book Study**
  - Pam shared that Matthew Desmond is confirmed to provide a public lecture on September 27, 2017 at Spirit Square. HSN provided part of the funding to bring him to Charlotte. Courtney is working to create a book club kit that will provide a local lens on the material presented in Desmond's book. Plan to share information about book club during July meeting. Contact Courtney if you are interested in hosting a book club or

want to help in any way.

### **STRATEGIES FOR HARD-TO-HOUSE CLIENTS EXPERIENCING HOMELESSNESS**

- A presentation and panel discussion on strategies for hard-to-house clients experiencing homelessness was moderated by Peter Safir. The following key takeaways were shared by panelists:
  - **Vickie Davis, Men’s Shelter of Charlotte:**
    - Created positions to support landlords and develop strong partnership. Have explored the use of shared living relationships using rapid re-housing funding and using HOPWA funding for permanent supportive housing.
    - You must be creative with landlords.
  - **Harry Mack, Salvation Army Center of Hope:**
    - Discussed utilizing Housing First with women who have little or no income. Shared importance of being upfront and honest with landlords, and explaining the social worker’s role and relationship after the client is housed.
  - **Kay Blake, Community Link:**
    - Described their veterans program using advocates to assist veterans with housing. Shared how they have successfully used shared living with veterans, as well as lessons learned on navigating shared living arrangements with landlords. Experience has been that once financial assistance is over, the social worker has been key to link household to other community resources and/or properties.
    - Discovered that it is important to find the right angle with talking with landlords.
  - **Brian Huskey, HousingCLT:**
    - Described the model of HousingCLT, which is based upon the model from Seattle. Initial work has included working with landlords and setting up screening criteria to help get clients housed. Plan to make properties and providers available to agencies. Plan to set up risk mitigation fund to support strong relationships with landlords.
  - **Robert Nesbit, Mecklenburg County Community Support Services (Scattered Site PSH)**
    - Shared that he hopes to provide CHA vouchers to 120 people. Discussed importance of respecting the client and believing in people; and removing the judgment that often goes with substance use.
    - Important not to categorize people as “hard-to-house”.
  - **Erin Schroeder, Mecklenburg County Community Support Services (S+C PSH)**
    - Discussed working with people who experience chronic homelessness. Shared that more education needs to happen with landlords who house this population.
    - Be clear about your agency, your funding and the time frame, and set expectations. Be direct on what can be done in certain situations. Be there for landlords and communicate regularly. But, also hold landlords accountable. Know the Fair Housing Laws and utilize the Reducing Barriers Fund.

### **COMMITTEE UPDATES**

- **HSN Advocacy Committee (Mike O’Sullivan)**
  - Mike O’Sullivan shared that they met with Commissioner Fuller to discuss affordable housing and goal for having on-going meetings. Discussed need for supportive services

dollars. Committee is circulating a community survey with agencies on potential gaps from the loss of CDBG and HOME funding. Shared that the Affordable Housing Committee of the Housing Advisory Board is exploring the possibility of an event around affordable housing.

- Mike invited everyone to attend meetings – 3<sup>rd</sup> Tuesday of the month at 3:30 pm at McCreesh Place.
- **Housing Advisory Board: Continuum of Care Committee** (Rebecca Pfeiffer)
  - HMIS Lead System Administrator: Mary Ann Priester has joined the Mecklenburg County Community Support Services team as the HMIS Lead Administrator. She will provide user training and support, facilitate data quality improvement, coordinate and prepare reports, and enhance data sharing among agencies that serve homeless clients. She will also partner with Courtney Morton, the Housing and Homelessness Research Coordinator, to provide our community with the best possible data available for decision-making. Mary Ann comes to us from Crisis Assistance Ministry where she served as Associate Director of Programs, Data and Research.
  - CoC Committee Meeting: Monday, June 26th, 9-10am, Hal Marshall – Kitchen
    - This is a special meeting to review: updated Rapid Rehousing rental assistance and services written standards, proposed CoC funding application scorecard components.
    - Regular Meeting, Wednesday, July 12, 2:00-3:30pm, Hope Haven (back conference center)
  - Upcoming Funding Opportunities: CoC funds - coming soon (expected anytime); NC Emergency Solution Grant - Aug/Sept 2017.
- **Housing First Charlotte-Mecklenburg** (Caroline Chambre Hammock)
  - Caroline Chambre Hammock shared that May data will be ready next week. The evaluation process of Housing First Charlotte-Mecklenburg has completed its first phase and a report will be distributed to HSN soon.
- **Charlotte-Mecklenburg Housing our Heroes** (Branden Lewis)
  - Branden Lewis shared that over 50 veterans have moved to permanent housing this year. Group is currently working on developing policies.

#### **ADJOURN**

- Meeting adjourned at 9:57am.
- Minutes submitted by HSN Treasure, Tameka Gunn, and HSN Secretary, Courtney Morton.

**Next Meeting – July 27, 2017**