



Wake County CoC Membership Meeting

Monday, March 18

2:00pm

Pullen Memorial Baptist Church

AGENDA

- City of Raleigh Updates and Encampment Response Strategy
- Partner Spotlight- Hope Renovations
- Charter Review Workgroup Update
- Committee Updates
- CoC 101 Presentation



City of Raleigh Updates and Encampment Response Strategy

Housing and Neighborhoods

City of Raleigh Updates & Encampment Response

March 17, 2024



Raleigh



Agenda

I. Raleigh Housing Updates

II. How Raleigh Can Help

I. Flexible rent assistance program

II. Flexible funding for homelessness prevention and diversion

III. Encampment strategy for people living unsheltered

III. Questions

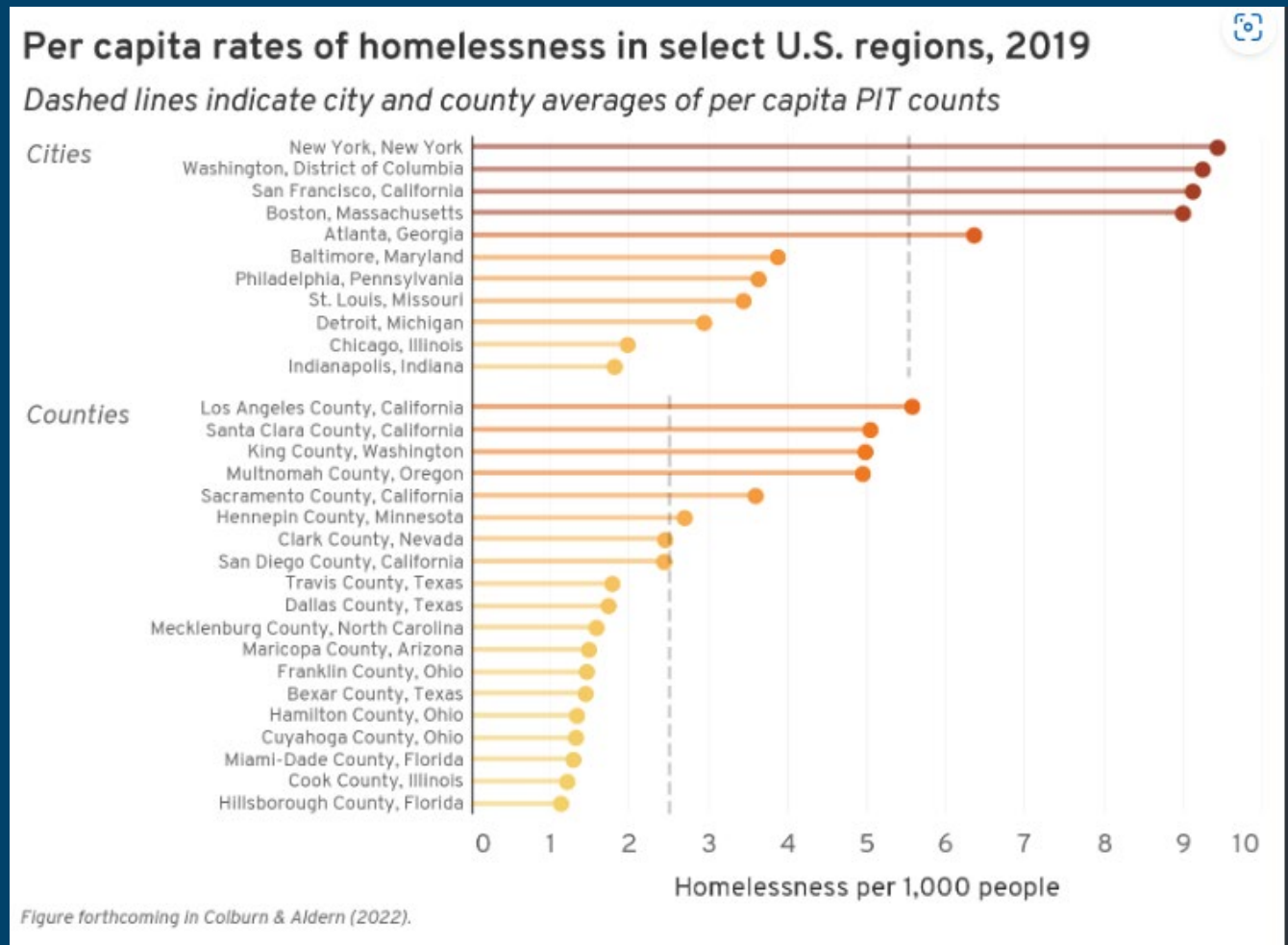


Raleigh Housing Updates

Homelessness is a Housing Problem

- Homelessness rates are driven by **market conditions** not individual behaviors
- Homelessness rates decrease when:
 - **More housing units and types are available**
 - **Rents are lower**
- Rates of homelessness tend to be lower where poverty rates are higher

Homelessness is a Housing Problem
Gregg Colburn and Clayton Page Aldern

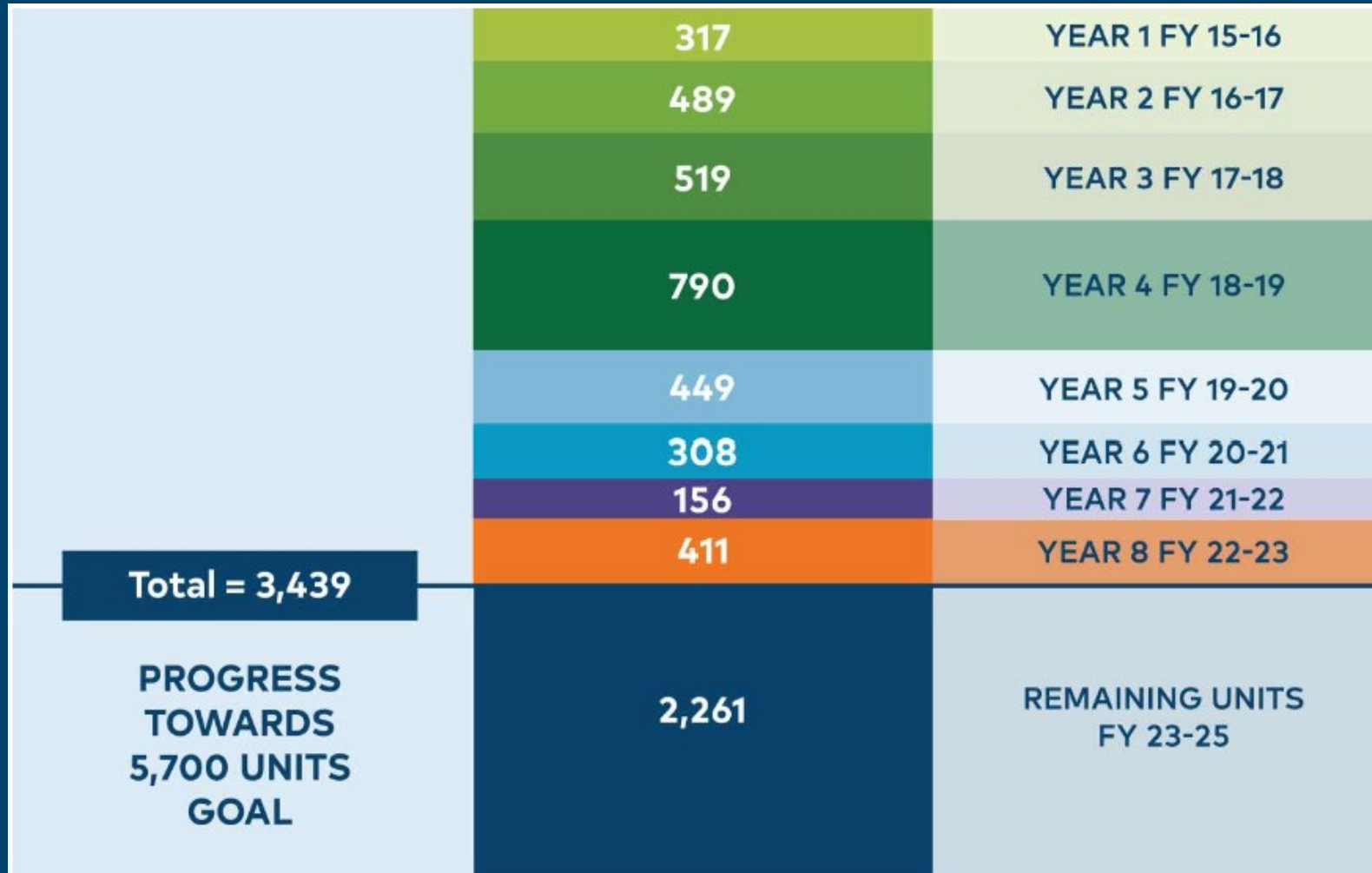


Housing Policy is Homelessness Policy

- Homelessness is about **affordability**
- Rates of homelessness are higher where rents are high and vacancies are low
- Those with lower AMI (<30-40%) don't have enough income to **afford housing in the private market**
 - In Raleigh, a full-time worker needs to earn **\$27.15/hr** to afford a 2-bedroom apartment at fair market rent
- End homelessness by either **reducing housing costs** or increasing income
- To prevent: **targeted prevention and diversion** for those at highest risk

Sources: National Low Income Housing Coalition: *The Gap 2023*; Colburn & Aldren, Homelessness is a Housing Problem, 2022; HUD Family Options Study, 2022

Progress towards 10-year goal of 5,700 units



2,463 additional rental units in the pipeline

The City has also released several Requests for Proposals (RFPs) for affordable housing development on City-owned land



How Raleigh Can Help

Use Proven Strategies to End Homelessness: Housing First

- Permanent housing ends homelessness – not shelter, not services alone
- Housing First, not Housing Only
- Decades of practice and research
- Most recent long-term study on Housing First found that it can be successfully adapted to different context and populations
 - People receiving Housing First interventions achieved **better housing outcomes and more rapid improvements in community functioning and quality of life** than those receiving treatment as usual

Source: Housing First for People With Severe Mental Illness Who Are Homeless: A Review of the Research and Findings From the At Home–Chez soi Demonstration Project.

WE CAN END
HOMELESSNESS!

Flexible Rent Assistance

Need for Flexible Rent Assistance

- Affordable housing development takes time, and the **need is now**
- **Directly** addresses affordability issues, allows people to access units **otherwise not available**
- Only about 25% of people who are eligible for federally funded housing vouchers receive them and only 60-70% of people with vouchers **get to use them**

Displacement Preference

- Offers stability for tenants who are low-income displaced from housing along rapid transit corridors displaced due to:
 - no-fault eviction,
 - expiring affordability restrictions,
 - rent increases due to neighborhood changes
- Gives preference for people experiencing unsheltered homelessness – directly addressing increasing unsheltered homelessness, encampments, and stress on shelters

Community Benefits

- Allows people to compete in the open market and afford housing anywhere in the City (**neighborhood mobility benefits***)
- Provides **guaranteed access** to units coming online, City-wide
- **Racial equity**: BIPOC households are more likely to experience homelessness or be burdened by the cost of housing
- **Cost savings**: A person who is exp. chronic homelessness costs the taxpayer an average of \$35,578 per year** (or more)

**source: Neighborhood Mobility Programs as a Remedy to the Legacy of Racial and Economic Segregation, Urban Institute*

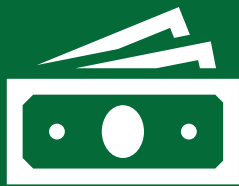
***source: National Alliance to End Homelessness, NYT Million Dollar Murray*



**Additional Flexible Funds
for Homelessness
Prevention and Diversion**

Services Offered Through Prevention & Diversion

Short-term financial assistance
(rent/utilities, hotels, moving costs, transit)



Diversion: Serves people who have lost housing and are facing **IMMINENT** entry into shelter or sleeping outside; lowers demand for shelter beds & shortens wait lists

Prevention: Serves extremely vulnerable people who are about to lose housing, only effective when **targeted**

Problem solving and solution focused case management
(mediation, referrals to legal help)



Diversion has been identified as a top priority by the Wake County Continuum of Care



Encampment Strategy for People Living Unsheltered

Encampments Overview

- All 50 states saw a **1,342% increase** in the number of unique encampments between 2007 and 2017¹
- In addition to the lack of affordable housing, shortcomings in the shelter system may contribute to people living in encampments, which can offer a sense of privacy, community, and safety
- Sweeps don't end homelessness, but create unnecessary costs for local communities, and can cause additional harm
- Failing to address now can mean increased costs tomorrow

1 National League of Cities

2 National Health Care for the Homeless Council

Encampments Increasing in Raleigh

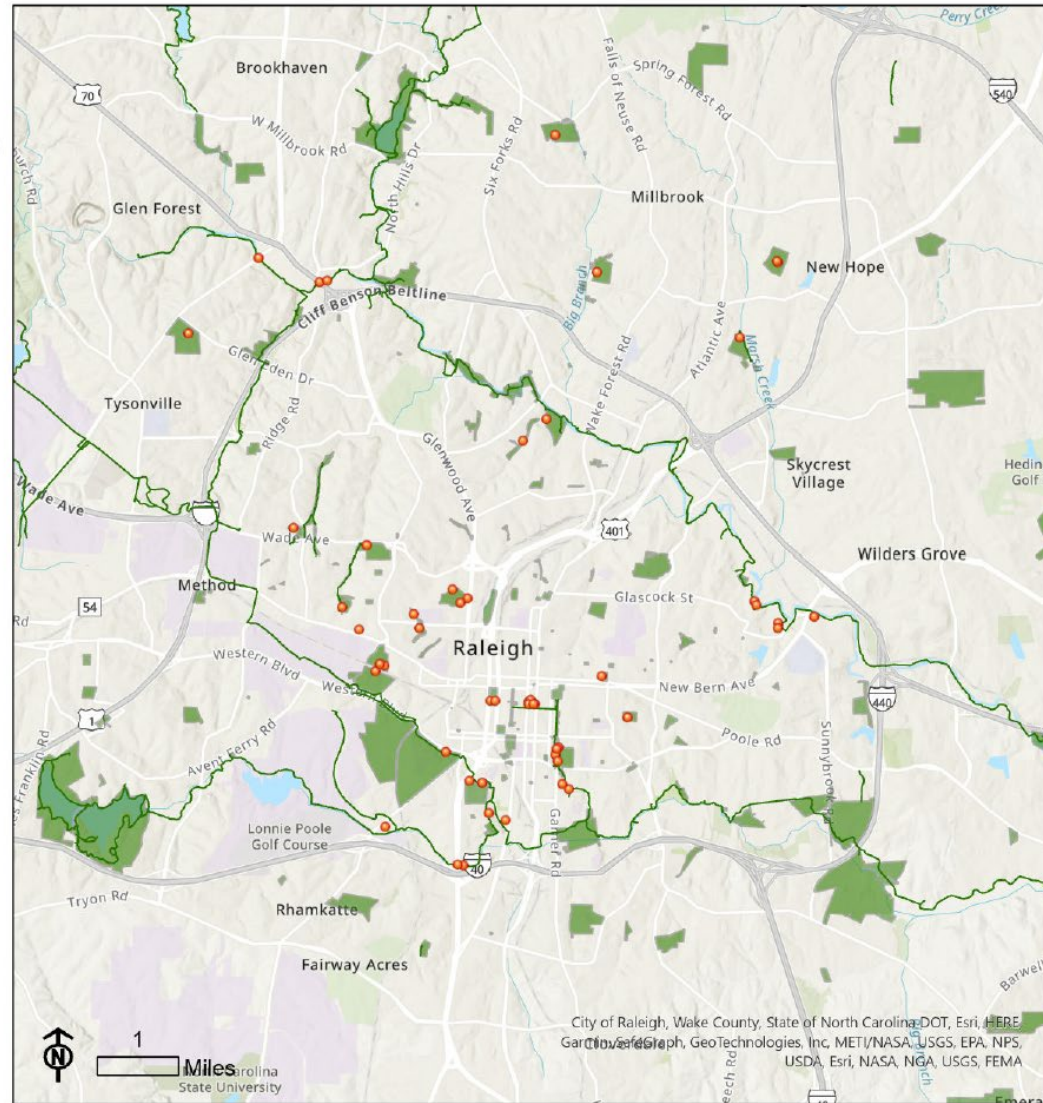


Raleigh
Parks

Unsheltered Camp Locations along Parks and Greenways

- Unsheltered Camp Locations
- Raleigh Greenway Trails
- Raleigh Parks

LOCATION	COUNT
Crabtree Creek Trail	8
Moore Square	5
Walnut Creek Trail	5
Chavis	4
Fred Fletcher	3
Pullen Park	3
Green Road	2
Little Rock Trail	2
Milburnie	2
Nash Square	2
Rocky Branch Trail	2
Brentwood	1
Cedar Hills	1
Compiègne	1
Eastgate	1
Edna Metz Wells	1
Fallon	1
Hymettus Woods	1
Jaycee	1
Kiwanis	1
Laurel Hills	1
Mount Hope Cemetery	1
Raleigh Rose Garden	1
Roberts	1
Smallwood	1
Tarboro Road	1



Encampment Response Strategy

Successful response requires:

- Interagency **cooperation**
- **Involving residents** in solutions
- **Data-driven** collective action
- Public and private **alignment**
- Providing pathways to **permanent housing and needed services**
- Creating **access** to needed services
- Planning for **encampment site closures**



Next Steps

- City will be releasing a Request for Qualifications (RFQ) to secure a consultant to develop an encampment response strategy
- Exploring launching a pilot program for addressing encampments
- We will need your support!

Other Updates

- Fair Housing Training: May 8, 2-4 PM - Raleigh Municipal Building – more info forthcoming



Questions?

BOOKER PARK
NORTH
WASHINGTON TERRACE



Partner Spotlight: Hope Renovations



hope
RENOVATIONS

Building Futures. Transforming Lives.





Welcome!



Our Mission

Hope Renovations builds futures and transforms lives with a dual mission: preparing underemployed women and gender expansive individuals for construction careers and helping older adults age in place.

We do this by empowering folks to pursue **living-wage careers in the construction trades** via our hands-on training program, which provides repairs and renovations that **enable older adults to stay in their homes** as they age.

OUR PROGRAM TACKLES THREE MAJOR CHALLENGES

by bringing these stakeholders together:



women & gender-expansive folks

Our program **prepares trainees for trades jobs**, increasing their **earning power** and their **ability to support their families**



older adults

Our crews and trainees carry out **home repairs and renovations for seniors** who are aging-in-place, **regardless of income**



trades employers

Our efforts help **fill a critical workforce shortage**, prepare a **new generation of trades workers**, and **close the gender gap** in the trades



Women + Trades

the time is now

28%

of North Carolina women work in low-wage jobs

\$9.06

is their average hourly wage

1/2

of these women are their family's primary breadwinner

11%

of the construction industry jobs are held by women

<4%

of construction craft positions are held by women, which is where the greatest labor shortages are

97¢

is the amount of a man's dollar that women earn in the trades – the **SMALLEST** gender pay gap of ANY industry in the US

Looking for a career you love?

find your passion in the trades

The construction industry is **growing fast** and offers the opportunity to earn a **living wage** right away.

Local **entry-level trades jobs** start above \$17/hour and often provide benefits, such as health insurance and PTO.

Average Annual Salaries

- ✓ Electrician - \$70,000
- ✓ Plumber - \$73,000
- ✓ Carpenter - \$61,000
- ✓ HVAC Tech - \$65,000
- ✓ Inspector - \$68,000
- ✓ Safety Tech - \$71,000
- ✓ Powerline Worker - \$85,000
- ✓ Project Manager - \$99,000





TRADES TRAINING PROGRAM

transform from beginner to tradesperson

Our training program is geared toward **beginners**, especially folks who are **unemployed or underemployed**, who want to find a **job in the trades**.

The **9-week program** includes **hands-on workshop-based training** and **on-the-job learning** with our professional construction crew.

The program is open to **women and anyone with lived experience as a woman**, age 18+, who live in Alamance, Chatham, Durham, Johnston, Lee, Orange or Wake County.

KNOW-HOW GETS THE JOB

a good foundation is key

Trainees will receive the following industry-recognized certifications:

- ✓ **OSHA10 Construction Safety** Certification
- ✓ **Pre-Apprenticeship Core Certification** from NCCER (National Center for Construction Education and Research)





WHAT WILL YOU LEARN?

hands-on skills set you apart

Training includes **hands-on experience** in our workshop as well as an **on-the-job learning** internship.

During classroom training, you will learn:

- ✓ Safety
- ✓ Construction drawings
- ✓ Construction math
- ✓ Hand and power tools
- ✓ Material Handling

ON-THE-JOB LEARNING

gain confidence for your career

After the training portion is completed, trainees will join a **paid internship** with our professional construction crew to work on **maintenance, repairs, and renovations**.

Projects may include critical home repairs, rehabilitation, renovations, accessibility modifications, weatherization, and new construction.





EXCELLENCE LANDS THE CAREER

trades skills are just the beginning

Career Development is a key part of the program to ensure you feel **confident finding and landing the right job** and kick-starting your career.

You will learn about topics such as:

- ✓ Personal Finance
- ✓ Networking
- ✓ Job Seeking
- ✓ Resume Writing
- ✓ Interviewing Skills
- ✓ Negotiating job offers
- ✓ Workplace Harassment

GROUP CAREER COACHING

supporting career transitions

Group career coaching sessions **support your transition** from Hope Renovations to your next steps in your career.

- **6 sessions** held every other week for 12 weeks
- Offered **virtually** and in the **evenings** to accommodate scheduling needs
- Coaching begins during the first week of your On-the-Job Learning internship and end 8 weeks after the internship is complete



SUPPORTIVE SERVICES

a strong foundation for success

Compensation

During the training portion (5 weeks), trainees receive a stipend of \$208/week.

During the on-the-job learning portion (4 weeks), trainees are paid \$15/hour.

Transportation

The Hope van is available for rides to off-site locations for field trips and on-the-job learning.

Childcare

We offer support as **you** secure a childcare solution that works for your family.

Financial & Other

We can refer you to services that can assist with financial obligations and other services during the program.



MAKING A DIFFERENCE

tackling a growing community need

95% of older adults want to stay in their own homes as they age. Research shows that aging-in-place results in **better health, financial, and social outcomes**. But 70% of these homes are 30+ years old, and many need repairs and modifications for seniors to live safely and comfortably.

That's where we come in. Our trainees work hand-in-hand with our professional, dependable crew, preserving the homes of older adults who are aging-in-place.

And best of all, our sliding-scale model allows us to serve all seniors, ***regardless of income.***





TRAINEE TO TRADESPERSON

moving forward fearlessly

A training program is only as good as its outcomes. So we are **fiercely focused** on helping our trainees achieve one of these **three career-launching goals**:

- Entry-level trades employment
- Apprenticeship
- Continuing trades education

We collaborate with NC Works, local community colleges, and **multiple trades employers** to connect trainees with opportunities once they graduate. Jobs are posted to our **online job board**.



TRADES TRAINING DETAILS

ready to jump in?

The total program is 9 weeks long:

Training:

- 4 weeks of Hands-On Training
- 1 week of Career Development Training
- Monday – Thursday, 8:30am - 3:00pm
- \$208/week stipend

On-the-Job Learning:

- 4 weeks
- Monday – Wednesday, 8:30am - 4:30pm
- \$15 hourly pay

Upcoming Cohorts

CARRBORO: June 3rd – July 31st

Application deadline: April 15th

Location: Hope Workshop

RALEIGH: July 8th – September 4th

Application deadline: May 13th

Location: Wake Tech

DURHAM: August 12th – October 9th

Application deadline: June 24th

Location: Durham Tech

Please note: Trainees report to our Carrboro location for On-the-Job Learning regardless of training location.





APPLICATION PROCESS

✓ Attend an **Info Session**

Apply online (hoperenovations.org/apply)

Attend a virtual **interview**

Applicants residing outside of Durham, enroll in WIOA with NCWorks – additional documentation is required

Finalists will complete a **background check**

Please note: Any prior involvement with the legal system will not automatically affect your eligibility for the training program. We will reach out to you to discuss any concerns that arise through the background check process.

Enroll!



Building Futures. Transforming Lives.

START YOUR CAREER!

www.hoperenovations.org



Charter Review Committee Update

Committee Updates

CoC 101



**Onboarding Essentials: Introduction to the
Continuum of Care and
the Homeless Response System**

The People We Serve

Homelessness is not a demographic.

Homelessness is not a characteristic.

Homelessness is an *experience*.

Definitions of Homelessness - HUD

Category 1:
Literally Homeless

Category 2:
Imminent Risk of
Homelessness

Category 3:
Homeless Under
Other Federal
Definitions

Category 4:
Fleeing /
Attempting to Flee
Domestic Violence

Categories of Homeless Tracked by HUD



Chronically Homeless (CH)

To be counted as a chronically homeless adult or family head of household, a person must:

1. be currently homeless (*unsheltered or in an emergency shelter or Safe Haven only*); AND
2. have experienced long-term homelessness (*only including unsheltered or emergency shelter or safe haven stays*) of 365 days continuous OR homeless 4 times in 3 years where the total time homeless of 12 months or more; AND
3. be disabled (*the disability must be for a long-continuing or indefinite duration, substantially impede the individual's ability to live independently, and could be improved by the provision of more suitable housing conditions*).

Experience of Homelessness in Wake

Point-in-Time Count (PIT) Overall

January, 2023



683

Total Households



916

Persons



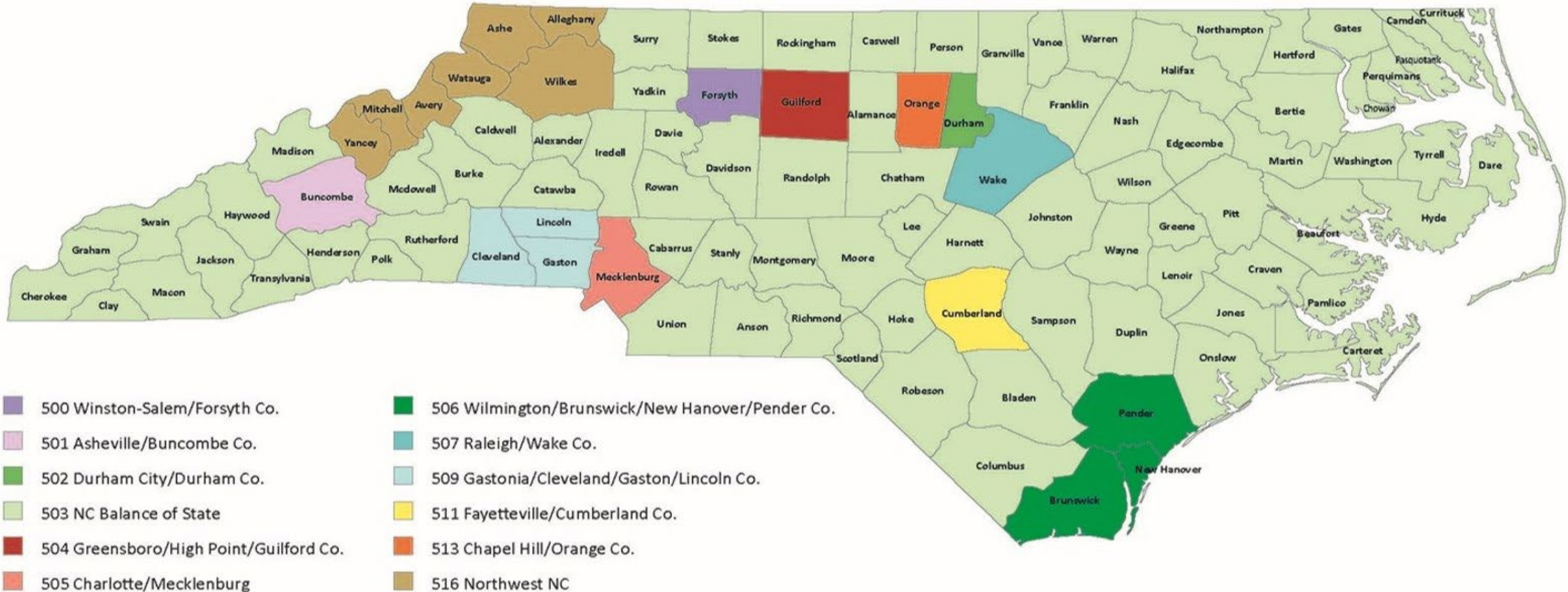
14%

Persons experiencing homelessness are youth between the ages of 18-24

What is a Continuum of Care – CoC?

- **Membership:** Wake CoC Membership is open to any individual or organization residing or conducting business within Wake County that embraces the mission, values, and goals of the Wake CoC.
- **Governing Board:** the policy-setting and decision-making body for the Wake CoC, which is responsible to the Wake CoC Membership in fulfilling its responsibilities as defined in this Charter, and those imposed by applicable federal, state, or local statute or regulation.
- **Committees:** the Governing Board, will establish Committees (ongoing) and time-limited Workgroups to facilitate the work of the Wake CoC.
- **Collaborative Applicant:** the eligible applicant designated by the Continuum of Care (CoC) to collect and submit the CoC registration, consolidated application, and CoC reports.
- **HMIS Lead:** the entity which manages a CoC's **Homeless Management Information System (HMIS)** on behalf of the Continuum of Care.

CoC Geographic Regions In North Carolina



NC-507 – Raleigh / Wake County Continuum of Care

Mission and Vision of the CoC

Mission

The Wake CoC plans, develops, and implements comprehensive and coordinated strategies across funding sources and systems to address homelessness in Wake County.

Vision

The vision of the Wake CoC is to ensure that homelessness is rare, brief, and non-recurring.





CoC Lead Agency

Key Responsibilities of the CoC Lead

- As the CoC Lead, plan, develop, implement and support the Strategic Plan for the **Homeless Response System**
- Administer the **Homeless Management Information System (HMIS)** and prepare HUD reports.
- Administer the **Coordinated Access System**
- Be the **Collaborative Applicant** to apply for HUD funding through the CoC Program Grant
- **Monitor and Evaluate** HUD funded CoC and Emergency Solutions Grants projects. (ESG) with processes approved by the CoC Board
- Conduct the **Point In Time Count** of persons experiencing homelessness

Guiding Documents to Our Work

- **Raleigh Wake CoC Governance Charter** – Establishes purpose, mission, leadership and membership for the CoC
- **Written Standards of Care** – Guidelines for the design, eligibility and requirements for provision of Prevention and Diversion, Street Outreach, Emergency Shelter, Rapid Rehousing and Permanent Supportive Housing programs
- **HMIS Guidelines and Data Quality Manual**
- **Coordinated Entry Policies and Procedures Manual**

All Documents are maintained on CoC Website: wakenc507.org



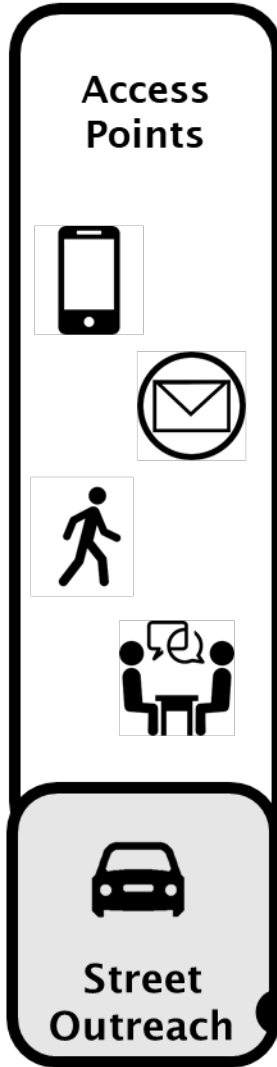
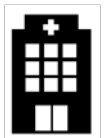
Emerging and Prevailing Best Practices

Components of a Crisis Response System

Follow a **low barrier, housing first** approach

- The entire system is housing focused - including Street Outreach
- Promotes “flow” *through* the system of care; clear pathways of steps, stages and opportunities to exit the system into safe alternative housing
- People are diverted from homelessness whenever possible
- The system prioritizes most expensive, intensive, long-term interventions for those with the longest histories of homelessness and the most severe needs measured by disabling conditions, high acuity and vulnerability.
- Who is experiencing homelessness is known, data and recordkeeping create a more efficient, effective and accountable system

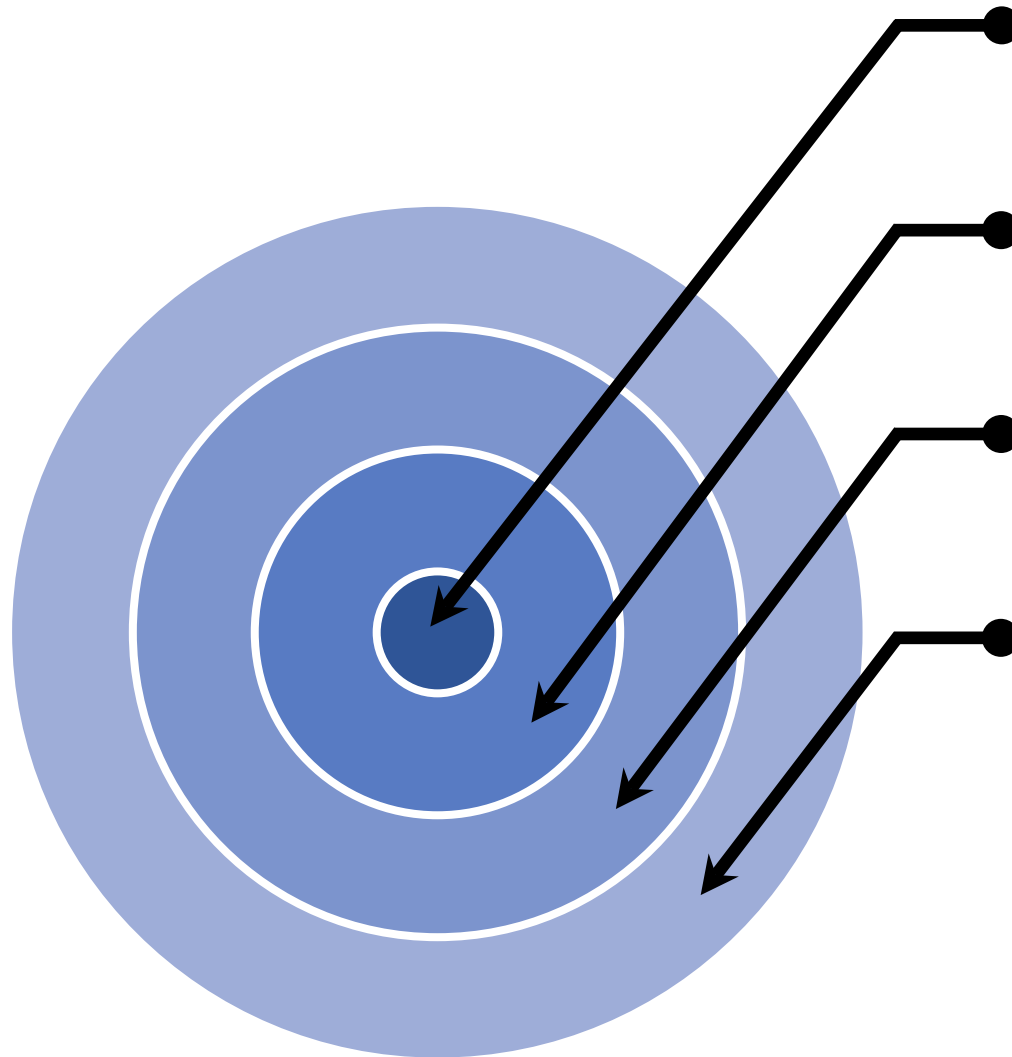
People Seeking Help



Phased Assessment Process Tools



By – Name Lists



Housing Priority By Name List

Those persons that are imminently house-able and eligible for housing and supports available in the community. Paper ready.

Coordinated Entry List

Persons who have entered into the homeless system of care through an access point and are engaged in services.

HMIS List

Those persons that are known to be experiencing homelessness and the community knows their name.

All People Experiencing Homelessness

The universe of everyone known to be experiencing homelessness within the community but we may not know their name.

Ending Homelessness



Functional zero (*a.k.a. effectively ending homelessness*) a milestone that indicates a community has measurably ended homelessness for a population — and that they are sustaining that end. Reaching and sustaining functional zero is in service of building a future where homelessness is rare overall, and brief when it occurs.

Example:

- May 1: 15 persons in the homeless system
- May 1 – 31: 10 new persons enter homelessness
- May 1 – 31: 25 persons exit homelessness

Inflows into homelessness are less than the outflows to housing

Strategically Allocating and Using Resources

- Allocate housing resources to achieve strategic goals: end chronic homelessness
- Prioritization factors establish who gets housing resources based on clearly established community priorities.
- Decisions on resource allocation are transparent and defensible
- Assessing needs drives engagement and resource delivery levels
- Prioritization, Housing Lists are dynamic acknowledging that some resources are finite (permanent supportive housing, housing vouchers, rapid rehousing) and putting names on a list is only the beginning – not the end of housing planning, search and navigation.

Professional Service Orientation of the Practice



- Compassionate - Empathy
- Strengths-based - Belief that people are resilient
- Respect
- Boundaries
- Standards of Care
- Person-centered
- In vivo - Meeting people where they are
- Progressively engaging
- Trauma Informed
- Harm reducing
- Recovery - based
- Working with people with cognitive impairments

Social, Racial, and Gender Equity

We know as fact that people of color, most significantly Black people and Indigenous People, are overwhelmingly overrepresented in experiencing homelessness. We know that people who identify LGBTQ2+, especially youth, are over-represented in experiencing housing instability and homelessness. In response we:

- Maintain a systemic understanding of the historical and current presence and impact of discrimination, bias, and racism
- Actively recognizing and taking action to counter the inequity this history and experiences has played in the denial, inaccessibility, or structural limits placed on people to access employment, housing, health-care and other essential needs in order to have an equitable opportunity to thrive, succeed and carry out a fulfilling quality of life
- Recognizing and changing our own inherent bias in our interactions with people based on age, race, gender, abilities, ethnicities, religion



Coordinated Access System

What is Coordinated Access?

Before



A diverse collection of independent providers employing lots of methods seeking various goals

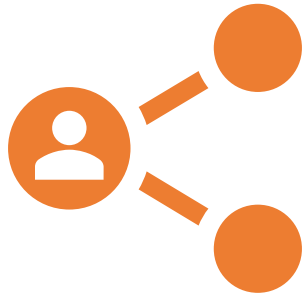


After



An integrated network of providers coordinating efforts to achieve maximum impact.

CAS Access Points



- Oak City Cares
- Haven House Youth Services
- St. John's Metropolitan Community Church
- Women's Center of Wake County
- The Salvation Army of Wake County

Housing Prioritization – *The By-Name List*

	Score	Chronic	Time
1.			
2.			
3.	██	██	██
4.			
5.			

Ordering by multiple factors to determine the match and referral of housing resources.

Community established priorities for available housing interventions including

Factors of prioritization include:

- *Chronic Homelessness*
 - *Presence of disabling conditions: physical, mental health, substance use, chronic illness*
 - *Length of time homeless*
 - *Assessment tool score (VI-SPDAT or SPDAT)*
-



Homeless Management Information System (HMIS)

HMIS



The HMIS is a local information technology system used to collect client-level data and data on the provision of housing and services to homeless individuals and families and persons at risk of homelessness. Frontline staff, case managers, and providers use the same database to record client intake, assessments, case management engagements and exit information.

HMIS



Consent – We collect data after we receive participant consent (documented)

Security and Privacy – We are legally required to maintain very high standards (HIPAA level) protections of participant data and information, including paper documents and client files.

Data Sharing – Agreements are and must be in place before sharing person-level information agency to agency.

Data Quality & Integrity – Data must be entered in a timely manner, checking for existing client records to avoid duplication, verifying information...every engagement, especially street outreach and emergency shelter assists in supporting an individual or family's documentation of homelessness.

Performance Measurement – Funding relies on performance measured in HMIS. For many programs, if it is not in HMIS, it didn't happen!

Personal Identifying Information PII – Data elements that relate specific information unique to a client (name, SSN, DOB, etc.)

Privacy and Confidentiality

Data sharing is driven by client choice and documented through consents.

Domestic Violence providers prohibited to share client data in a shared system.

Balance between security, privacy and effective delivery of assistance in a collaborative, cooperative way.

Be clear. Be specific. Explain application of sharing information in the context of housing planning and service connections.

- *Federal rules establishing HMIS privacy and security standards [2004 HMIS Data and Technical Standards Final Notice](#)*
- *Local rules in [NC HMIS Policies and Procedures](#) with sharing agreements a Sharing QSOBAA (Qualified Services Organization Business Associates Agreement)*

Key Metrics for the Homeless System

1. How many people are experiencing homelessness?

System Objective: Reduce the number of people experiencing homelessness

2. How many are moving into housing?

System Objective: Increase exits to housing

3. How long are people spending homeless?

System Objective: Reduce lengths of stay in homelessness

4. How many are returning to homelessness?

System objective: Reduce returns to homelessness



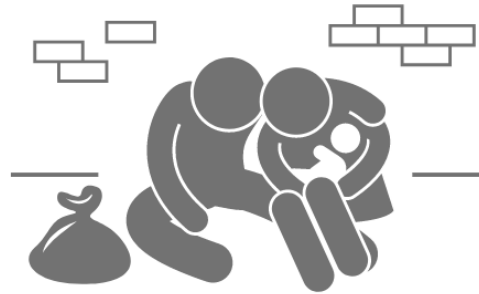
Major System Components

Prevention & Diversion



Prevention and diversion are financial assistance, case management services, and resources provided to households to keep in current housing or to move to another housing option to prevent an episode of homelessness.

Street Outreach



Outreach is a structured and strategic intervention that meets people where they are at - literally and circumstantially.

Outreach is respectfully persistent in helping people achieve housing and exit homelessness through a process of assessing, understanding and addressing *both* immediate basic needs and housing needs.

Emergency Shelter



Emergency shelter provides a safe temporary overnight accommodation for those experiencing homelessness while they are supported in finding the solution to their housing crisis with an intentional housing focus.

Transitional Housing



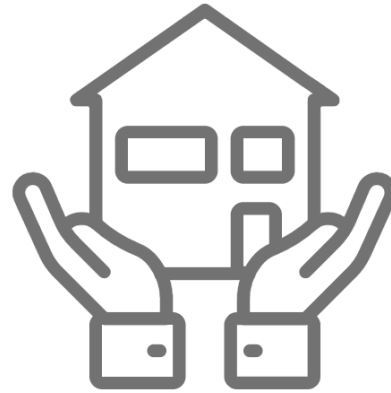
Transitional Housing provides a safe short- term housing with appropriate supportive services for those experiencing homelessness to support transitioning to independent living.

Rapid Rehousing



Housing intervention that quickly place families in permanent housing by locating housing in the community, negotiating with landlords, providing time-limited rental assistance, and home-based case management to promote housing retention and linking households with needed services within their community.

Permanent Supportive Housing



Housing intervention that provides the most vulnerable households who have disabilities and high barriers to housing stability, with long term rental subsidy and appropriate supportive services to assist in maintaining housing.

The goal is to assist people with living as independently as possible in housing.

Information and Resources are Only a Click Away



Wake CoC <https://wakenc507.org/>

HUD Exchange <https://hudexchange.info>

United States Interagency Council on Homelessness <https://www.usich.gov/>

National Alliance to End Homelessness <https://endhomelessness.org/>

VA – Veterans Homelessness <https://www.va.gov/homeless/>

National Health Care for the Homeless Council <https://nhchc.org/>

NAMI National Administration on Mental Illness <https://www.nami.org/>

The Privilege of Service

Our orientation is to acknowledge that it is our privilege to serve people.

We choose to do difficult work for people who are equal to us, valued and deserving of our best effort.

We understand that our work is a profession requiring continuous learning for ourselves, our team our system of care.

Because we work in service for others in need, we understand that they are the experts of their own lives and we listen, we reflect, we guide, we follow through.

And we **take care of ourselves**, so we can continue to do this hard work.

Thank you!

Questions, Comments, & Announcements

Adjourn



Next Meeting:

April 16th at 1:00pm

In Person Only

Location: TBA

CoC Coordination or for more info:
Info@wakenc507.org