



A PARTNERSHIP OF THE CITY OF RALEIGH, WAKE COUNTY,
WAKE CONTINUUM OF CARE AND TRIANGLE UNITED WAY

Raleigh / Wake - Preventing and Ending Homelessness: The 10-Year Action Plan

Quarterly Report – August 2005 Implementing the Plan

Six months into the plan – August 2005

Leadership and Oversight

Accomplished:

- **Leadership Council in place** and active – meeting monthly
- **5 Action Teams established;** strategy groups meeting monthly (some more frequently); Action Teams held quarterly update meetings in August with reports to the Leadership Council in September presenting details of information of their team efforts which are included in this report.
- **Immediate and Short Term Work Program** - activities have been identified reported to City and County elected leadership and are underway with a goal to substantially complete those and move forward with identifying mid and long-term actions and strategies by end of plan year one.
- **Oversight Team** – established and representatives of plan partners Wake Continuum of Care, Triangle United Way, Wake County and City of Raleigh meet weekly.
- **Evaluation Team** – Accountability by Oversight Team: Outcomes Team developing indicators and methods for gathering data.
- **Communications Team** – in process of identifying/inviting members for October planning session: preliminary meetings held with communication leaders from City of Raleigh, Wake County, Triangle United Way and SAS.
- **Volunteer Program** – initial meeting held to develop plan for recruiting, training, and supervising volunteer effort; first target is faith community mobilization.
- **Web Site** – Home Page has been maintained and updated with meeting information, current reports and publications with plans underway for entire web site update within the next quarter.
- **Budget** – Operational and Program budgets are being detailed for review and submittal. Each Action Team has been requested to identify budgetary needs for carrying out and implementing work program items for review by Oversight Team / Leadership Council and submittal to Governmental and other agencies by next quarter.

For more information including the full plan document, executive summary and short term actions and strategies, and contact information for how you can be involved see www.raleighnc.gov/endinghomelessness

For background details of this page of the quarterly report see the full plan document pages 31, 32 & 33

Employment/Education Action Team

Strategy Group A: Design and implement education, job readiness, and training programs.

Top Actions

- Three subcommittees established and active: Research, Business Involvement, and Education/Employment.
- Research Subcommittee conducting focus groups with individuals who are homeless at various locations around the city, including Interact, the Salvation Army to identify training and employment interests and needs.
- Business Involvement Subcommittee is working with the Greater Raleigh Chamber of Commerce to recruit twenty employers to hire persons who are homeless. Currently devising strategies to identify and engage employers, establish priorities, such as on the job training, transportation, locating employers with a broad range of jobs, and understanding the issues of the homeless employee.
- Education/Employment Subcommittee has laid out a plan for the development of a comprehensive center to serve those who are over age 17, homeless or at risk of homelessness with Wake Tech providing training and instruction (examples: electrical, plumbing, computer skills, etc.), Wake County Human Services providing assessment, case management and job coaching, and Employers to provide employment opportunities. A proposal was submitted to the Golden LEAF Foundation on August 1 requesting \$800,000 over a three-year period to support the development of this comprehensive center.

Top Challenges

- Developing new strategies within systems, such as training for employers about reasonable expectations with some subpopulations.
- Start up funds needed for comprehensive center.

Next Steps

- Dividing 20 businesses into categories to address the variety of need.
- Begin to detail businesses, which may be involved, and how that component may be organized and developed.
- Identifying other funding sources to pursue for comprehensive center.

Strategy Group C: Fund services that support employment (day care, transportation, job coaches).

Top Actions

- Currently contacting appropriate individuals to work on this strategy.

Next Steps

- Set date, time, location and hold initial meeting of this group.
- Identify who is “missing” and expand group.
- Begin to develop action steps needed to achieve outcomes.
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* Strategy B & D groups will be formed by January 2006. Focusing on insuring the top priority strategies are strong and accomplishing objectives before creating the other two groups.

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For background details of this page of the quarterly report see the full plan document pages 22, 23, 24 & 25

Outreach and Engagement Action Team

Strategy Group B: Create and implement a 24/7/365 housing crisis response plan and a 24/7/365 one-stop shop.

Top Actions

- Called together work group to brainstorm and create solutions to large deficit in women's crisis/emergency beds – next meeting September 13th 3:00 The Healing Place for Men boardroom

Top Challenges

- Need to establish fund for hotel/motel rooms
- Need someone to train volunteers to increase shelter capacity

Next Steps

- Determine exactly how many women are found by RPD and/or outreach workers who do not obtain shelter
- Contact hotel/motel association for help – can Extended Stay motels donate one suite
- Contact churches to see if they would each underwrite one room

Strategy Group C: Phase down shelters and replace with service-enhanced interim housing that links to permanent housing.

Top Actions

- Detailed inventory of available shelter/transitional beds (do they call themselves emergency shelter but charge a fee? Do they call themselves transitional but don't provide services?)
- Research standards of care

Top Challenges

- Getting the information
- Getting buy-in to do what works

Next Steps

- Continue inventory and research
- Broaden participation in Strategy Group

Strategy Group D: Strengthen & Coordinate outreach and engagement efforts.

Top Actions

- Mapping project (presentation by Alice McGee)

Top Challenges

- Funding for mobile outreach

Next Steps

- Add Apex/Cary area to mapping project
- Start 12-Steps in the Woods

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For background details of this page of the quarterly report see the full plan document pages 17, 18 & 19

Housing Action Team

Strategy Group A: Establish a Housing First Model

Top Actions

- Two chronically homeless clients are now in Housing First Model housing using CASA housing vouchers and much work by Mary Jean Seyda and Carolynn Crowder.
- Determined that we need to bring Housing First training to the area.
- Held monthly meetings throughout the summer and presented much research to team members as we worked to become knowledgeable concerning Housing First best practices and special needs.

Next Steps

- Identify and process 8 more chronically homeless clients using the remaining CASA housing vouchers.
- Identify more staff or volunteers who can work with the 10 clients using the CASA housing vouchers (Carolynn and Jean and their staffs cannot do this; the workload is very heavy to place and support these clients).
- Work with Stan Holt and Triangle United Way to provide Triangle-wide Housing First training.
- Promote and help provide this training to agencies and care workers (helping TUW any way we can to make this realistic and well attended training).
- Increase the attendance of team members at strategy team meetings so we will have enough members to handle our workload.

Strategy Group B: Increasing Supply of Permanent Affordable Housing

Top Actions

- Immediate efforts have been focused on increasing the Housing Bond money from \$10 million to \$20 million, and to support that Bond before the City Council.
- The other main action has been to organize a roundtable to evaluate the performances of past housing bonds and to then use that information in support of the current proposed Bond. Gregg Warren is leading that effort and updates will be provided soon.

Next Steps

- Jean Williams advocated the need for and passed out an outline describing the Need, Purpose and Goals of a Raleigh/Wake County Supportive Housing Fund. This might be an important local mid and long term area of action for the group.

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For background details of this page of the quarterly report see the full plan document pages 19, 20, 21 & 22

Prevention Action Team

Strategy Group A – Discharge Planning

1. Learn protocols of all facilities that discharge persons to facilitate increased communication with providers of services for persons who are homeless and minimize discharges of persons to shelters, streets and unstable situations. Primary focus on the prisons, Wake County Detention Center, Dorothea Dix Hospital, area medical hospitals, and foster care.
2. Link providers and case managers to their detained clients.
3. Create a comprehensive discharge-planning booklet for community-wide usage.

Top Actions

- Open communication lines between the Wake County Detention Center and housing service providers are being established so that providers know when their clients are detained and can work with them prior to release. A medical respite program with skills medical providers and beds are being planned.

Top Challenges

- Lack involvement and participation from interested parties connect to the prison system.

Next Steps

- The Discharge Planning Strategy Group will continue its work with a series of planned work sessions for each named facility. The first series will focus on Dorothea Dix Hospital. DDH Staff Member Gloria Lovett is working to schedule a joint meeting of her staff and members of the Discharge Planning Strategy Group.
- Next Meeting is scheduled for 9/20/05 at 5:30 p.m. at 220 Snow Avenue.

Strategy Group B – Prevention For At-Risk Individuals

4. Compile comprehensive database on existing risk factors and prevention programs.
5. Convene existing prevention providers, including small programs operated by congregations.
6. Develop a policy to accept a non-profits' guarantee to assist with client bill payment.

Top Actions

- Created a survey for homeless providers and the cash assistance they offer to clients aimed at ascertaining the amount of money they are spending.

Top Challenges

- Difficulty contacting and achieving follow through from agencies.

Next Steps

- Recruiting an intern who can contact agencies.
- Conducting search of research to see what else has worked.
- Assistance with co-facilitating duties.
- Schedule next meeting to follow up on research and statistics.
- Recruit an employee from service intake for committee.

Strategy Group C – Awareness in Public School System

7. Meet with and develop partnerships with the public school system in order to raise awareness, identification, and prevention of homelessness.
8. Develop a prevalence/risk survey in order to determine the current number of students who are or have been affected by homelessness.

Top Actions

- Created a survey for families of all elementary aged students in Wake County aimed at measuring past and/or present personal experience with homelessness.

Top Challenges

- Evaluation and research department in school system denied use of this tool due to a policy that will not allow collection of personal information.

Next Steps

- Brainstorm alternate ways in which to collect data of the population.

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For background details of this page of the quarterly report see the full plan document pages 15, 16 & 17

Services & Supports Action Team

Strategy Group A: *Expand Capacity to Serve People with MI/SAS disorders*

Top Actions

- Developed Cross-Training model to train service providers, churches and volunteers in identifying persons with MI/SAS disorders, and where to seek professional assistance.

Top Challenges

- Not enough people to serve on the group. Cannot develop training materials without help.

Next Steps

- Ask for funding (or an intern) to produce training curriculum (write or adapt from Wake Tech's Crisis Intervention Training curriculum).

STRATEGY B MOVED TO ANOTHER TEAM

Strategy C: *Support Services for Persons in Permanent Housing*

Top Actions

- Proposal for dispersed supportive permanent housing for formerly-homeless persons with HIV/AIDS
- Proposal for 12-month tapered case management and access to trauma therapy for formerly-homeless persons with full-blown post-traumatic stress disorder (PTSD).
- Proposal for brief, tapered case management for formerly homeless persons with heavy trauma history (domestic violence, sexual assault) but no full PTSD diagnosis.

Top Challenges

- Coordinating volunteer needs with strategy groups on other action teams

Next Steps

- Work with new Volunteer committee established to prevent duplication.
- Complete proposals by October meeting of Strategy C group for consideration in November by 10-Year Plan Oversight & Leadership.

Strategy D: *Promote an Integrated, Comprehensive System of Care*

Top Actions

- Explore expansion of WCHS Service Index to include all service providers
- Facilitate ease of use of Service Index by consumers & others seeking information
- Facilitate ease of use of Service Index by agencies listing their information

Top Challenges

- Not enough people to serve on the group. Cannot get more information into Service Index without help.
- Approximately 35 active local service providers are unlisted in Service Index, due to prohibitively slow dial-up connections, computer illiteracy, or lack of staff time.

Next Steps

- Obtain assistance for these Service Providers (DSL connections or volunteer data entry help) so that they may list.
- Place a "hard copy" (book-form) listing of services on the internet & publish in book form for persons too computer-illiterate to use Service Index.

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For background details of this page of the quarterly report see the full plan document pages 25, 26, 27 & 28