



Housing Community Recovery Task Force Work Plan – Task 5 (Homelessness & Supportive Services)

July 30, 2020



TASK 5: HOMELESSNESS/SUPPORTIVE SERVICES

- 5.a.** Work with the lead agency (Mecklenburg County), and other homeless services providers to support the homeless population
- 5.b.** Work with lead agency (Mecklenburg County) to assist people residing in hotels and identify how to provide meaningful services to them
- 5.c.** Work with lead agency (Mecklenburg County) to explore financial assistance for hotels and motels



IMPORTANT PRINCIPLES/BACKGROUND

- Charlotte-Mecklenburg is fortunate to have experienced organizations in place with expertise to provide services to help our vulnerable homeless population
- Partnerships provide a systems approach that introduces efficiencies and expands our community's capacity to accelerate our rapid rehousing efforts
- Centralizing functions avoids duplication of efforts and streamlines landlord engagement functions
- Wrap-around supportive services for households, helping to connect residents to services – including employment supports – needed to retain housing or move to permanent supportive housing is critical to housing stability



TASK 5: HOMELESSNESS / SUPPORTIVE SERVICES

Recommendation

- Partner with Mecklenburg County Continuum of Care, United Way of Central Carolinas, Salvation Army Center of Hope, Socialserve, Roof Above, The Relatives, Supportive Housing Communities and Community Link, to serve
 - Individuals and families experiencing sheltered and unsheltered homelessness, and
 - Individuals and families unstably housed in hotels



TASK 5: HOMELESSNESS / SUPPORTIVE SERVICES

- **United Way of Central Carolinas will serve as Lead Agency/Applicant**, provide financial oversight, accountability for fund administration, and monitoring throughout the grant term, and serve as the central point of contact.
- **Socialserve will provide housing navigation services and landlord recruitment and retention**, including the payment of upfront housing costs and rental assistance on behalf of the clients served by the partnering agencies including men, women and children, youth and families.
- United Way (UWCC) will reimburse Socialserve for funds expended, giving Socialserve the financial liquidity to pay the security deposits and rental assistance.
- By centralizing these functions in a single entity, our community avoids duplication of efforts and streamlines landlord engagement functions as envisioned by NC's Housing Connections Initiative.



TASK 5: HOMELESSNESS / SUPPORTIVE SERVICES

- Partner organizations will utilize funding exclusively for supportive services
- Roof Above, Salvation Army, The Relatives, Supportive Housing Communities and Community Link will provide wrap-around supportive services for households, helping to connect residents to services – including employment supports – needed to retain housing or move to permanent supportive housing
- UWCC will also reimburse the Salvation Army, Supportive Housing Communities, and Community Link for the salaries of the case managers providing supportive services



TASK 5: HOMELESSNESS / SUPPORTIVE SERVICES

- For those experiencing sheltered and unsheltered homelessness, project partners will utilize the Continuum of Care's prioritization tool. The tool prioritizes those with greater vulnerabilities and less likelihood of exiting homelessness on their own, and those with underlying health conditions that leave them most vulnerable to COVID-19.
- Because this population requires more intensive care coordination, partner organizations will engage more senior case managers and the average case load will be small.
- Partner organizations anticipate that those moving from hotels to housing will require less intensive case management, allowing for larger average caseloads.



TASK 5: HOMELESSNESS / SUPPORTIVE SERVICES

- If the proposed project is fully funded by the City, the partners will provide rapid rehousing subsidy and supportive services to **124 households that are sheltered and unsheltered, and 100 households in hotels.**
- This collaborative application offers a systems approach that can be replicated and scaled.



TASK 5: HOMELESSNESS / SUPPORTIVE SERVICES

- **PROJECT COSTS:**

- Mecklenburg County Continuum of Care: \$1,020,000
- City of Charlotte: \$3,407,640
- **Total County/City: \$4,427,640**

<u>City of Charlotte Request</u>	
Staffing	\$805,117
Move in costs/rental subsidy	\$2,225,000
Administrative Expenses	\$377,523
Total	\$3,407,640