



City of Madison
Agenda - Approved
Homeless Services Consortium
Board of Directors Meeting

City of Madison
Madison, WI 53703
www.cityofmadison.com

Friday, August 22, 2014

11:00 a.m.

**United Way Dane County
Board Room A**

If you need an interpreter, translator, materials in alternate formats or other accommodations to access this service, activity or program, please call the phone number below at least three business days prior to the meeting.

Si necesita un intérprete, un traductor, materiales en formatos alternativos u otros arreglos para acceder a este servicio, actividad o programa, comuníquese al número de teléfono que figura a continuación tres días hábiles como mínimo antes de la reunión.

Yog hais tias koj xav tau ib tug neeg txhais lus, ib tug neeg txhais ntawv, cov ntawv ua lwm hom ntawv los sis lwm cov kev pab kom siv tau cov kev pab, cov kev ua ub no (activity) los sis qhov kev pab cuam, thov hu rau tus xov tooj hauv qab yam tsawg peb hnub ua hauj lwm ua ntej yuav tuaj sib tham.

Community Development Division 266-6520

CALL TO ORDER / ROLL CALL

PUBLIC COMMENT

DISCLOSURES AND RECUSALS

Members of the body should make any required disclosures or recusals under the City's Ethics Code.

APPROVAL OF MINUTES

Approval of 6/27/2014 Meeting Minutes

NEW BUSINESS ITEMS

1. Services for Victims of Domestic Abuse
Kristin Birki, Domestic Abuse Intervention Services, Inc.
2. Update on Coordinated Entry – Housing Crisis Hotline
Kristina Dux, Community Action Coalition for South Central WI, Inc.
3. Unsheltered Point In Time July Results
Mike Fleenor, Tellurian, Inc.
4. NAEH Annual Conference on Homelessness – Update
Kristina Dux, Community Action Coalition for South Central WI, Inc.

ADJOURNMENT

Next Meeting – Friday, September 26th

MINUTES FROM THE HOMELESS SERVICES CONSORTIUM BOARD MEETING June 27, 2014

PRESENT: Maggie Carden, Sina Davis, Kristina Dux, Hope Edgren (at 11:25), Mike Fleenor, Barbara McKinney (at 11:20), Torrie Kopp Mueller, Brenda Walton, Mona Wasow, Leigha Weber

ABSENT: Martha Cranley, Rob Dicke

GUESTS: Liz Falk, Outreach Worker with Tellurian's PATH Program
Glen Ruiz, Outreach Worker with Porchlight's Street Outreach
Heather Dempsey, Outreach Worker with VAMC Homeless Outreach

City CDBG Staff: Sue Wallinger, Anne Kenny

CALL TO ORDER / ROLL CALL

Davis called the meeting to order at 11:11 a.m.

APPROVAL OF MINUTES

Fleenor moved to approve the minutes from May 23, 2014 with the addition of a sentence at the end of the fifth bullet point on page 3, so that the entire paragraph reads, "Carden said that the real answer is finding permanent housing for these people who are using shelter as their permanent housing. Schooler said he would love to shut down the drop-in shelter, but it is needed so badly. Carden said that the drop-in shelter is not an answer to ending homelessness. *We should focus on permanent housing as a solution.*"

Wasow seconded. The motion passed unanimously, with Dux, Fleenor, Kopp Mueller, Walton, Wasow, and Weber voting aye.

Everyone introduced themselves to the guests.

DISCUSSION OF OUTREACH PROGRAMS

Tellurian's PATH Program

Falk said that street outreach is a way of going to individuals who are homeless, rather than having them come to an office, a program, or supportive services. We go to where homeless are known to congregate and look for people who are living outside. We try to outreach them so that we can build trust and relationships with them and so that we can provide responsible advice and build bonds that lead them to supportive services and ultimately stable housing. We try to look at how the person became homeless and what challenges or barriers there are to them getting into and keeping housing. Tellurian tends to focus more on people with mental illness, which means getting them hooked up with prescribed medication and often, therapy. If they have no income, we help them apply for disability within the SOAR model, which is an expedited SSI application process.

Fleenor said that SOAR is a national training to help service providers obtain income—usually disability—for their clients. It's not to be confused with SOAR case management. Part of the expediting involves us assisting people with SSI or SSDI, and we become their authorized

representatives. We can check the status of applications through the Social Security office and help clients document evidence of their disability, e.g. doctor visit summaries, medical records, and our own documentation of what we've witnessed, etc. With SOAR, the process can take two to three months as opposed to eight to ten months without it and increases the likelihood of approval.

McKinney arrived at 11:20 a.m.

Falk said that once clients get an income, we can assist them in getting housing. It's helpful to have knowledge of all the housing types out there, such as structured permanent, market rate independent, transitional, etc., and to determine the best fit for our clients. There is so little affordable market rate housing and so many new restrictions on low-income individuals who may not have the best rental histories. We try to have a working knowledge of the more friendly private landlords who are more willing to listen to us present a case and have an open mind about our clients, versus the big rental companies with their stricter rules and regulations.

Walton asked about criminal backgrounds with respect to finding rental housing among Tellurian's clients. Falk said we have good relationships with other providers in the area, so we might call Probation and Parole or ARC House to see if they can recommend suitable housing. Fleenor said Tellurian's funding comes from SAMHSA (Substance Abuse and Mental Health Services Administration). He also said our population is the most challenging to serve. Tellurian will send a letter on behalf of their clients to recommend them to landlords for housing.

Edgren arrived at 11:26 a.m.

Carden asked how often Tellurian is taking on new clients or doing outreach versus working with existing clients. She asked what the unmet needs are. Falk said they're always doing outreach and try to outreach all the time. We do in-reach at the Central Library once a week. We try to pace enrollment of new clients, but it's difficult to say no to them. We try to offer help to anyone who meets our criteria. A lot of people say no to Tellurian's offer of help.

Wasow said that problems with drugs and alcohol may make people reluctant to accept help due to the fact that shelters won't let clients use drugs or drink alcohol. Walton said she heard there was a "wet house" and asked if that were true. Falk said there are currently no "wet shelters," but Weber said that The Salvation Army is currently a "damp shelter" and won't turn anyone away who is inebriated as long as they are not disruptive. They won't allow anyone to have an open bottle of liquor in the shelter, however.

Fleenor and Falk said that often times it takes repeated outreach to build a bond with homeless individuals before they will accept help or services.

Wasow asked whether they've engaged formerly or currently homeless individuals to help in their outreach efforts. Falk said no, but they have an opening for a certified peer specialist, which is someone with a mental illness, to help work with people. These individuals receive certification to work with others through training and classes.

Porchlight's Street Outreach

Davis said she basically focuses on the male population, but she does work with some single women and families. She goes out to where the homeless population lives and also to the men's shelter to do outreach. She gives them the resources they need. They help with rents and

security deposits, and she advocates with landlords. Her focus is working with people with alcohol and drug abuse issues. She works with Sober Living and Hope Haven. She helps provide bus tickets to those who need them and refers people to the health program for those who don't have insurance. She helps people obtain IDs or birth certificates. She also works with Madison Urban Ministry to help formerly incarcerated individuals into the re-entry program and Second Chance. She gets them on Porchlight's waiting list. She does follow-up with those she has assisted into housing for six months. Walton said that the follow-up is really important.

Ruiz said that his focus is on working with people with mental illness. He does street outreach and developing relationships with homeless individuals. He performs a lot of triage and assessment to determine the level of severity of the cases and to determine what the needs are. He collaborates with other agencies and services in Madison. He works closely with Preston Patterson at the men's shelter. He also works with people at the library and on State Street. He gravitates toward people who have severe mental illness and who have been chronic for decades. He collaborates with Madison Police Department in working with chronic individuals.

Ruiz said there is a scarcity of resources with the mental illness piece. If there was more comprehensiveness in the mental health treatment of the indigent and the homeless, it would go a long ways in addressing homelessness and mental illness. Frequently, people who are schizophrenic or bi-polar fall through the cracks. He is working closely with Patterson to change the culture of the men in the homeless shelter. They're getting more clinical and case management-oriented in considering extensions for the men at the shelter. They're requiring the men to get involved in services and treatment to receive extensions.

Youth Services of Southern WI (YSOSW), Inc.

There was no one from YSOSW to speak to the group.

VAMC Homeless Outreach

Dempsey said she does a lot of what everyone else does. However, she can only provide services to veterans who are not dishonorably discharged. She meets with people in her office Monday through Friday. She also does outreach at the library and the men's shelter and does in-reach at the hospital. She assesses people with a psycho-social assessment tool and can refer them to our grant and per diem transitional housing programs in various locations across the state. Vets don't have to be eligible for VA health care to be referred to those programs. She can also refer them the HUD VASH program, which requires VA health care eligibility. Also clients cannot be on the sex offender registry to qualify for VASH vouchers. The transitional housing program helps people for up to two years to get case management, transition back into the community, and attain permanent housing.

HUD VASH is a Section 8 voucher partnership between the VA and HUD. Clients get case management and assistance with finding housing. If people get discharged from the VASH program, it's usually because of their income.

She also refers clients to grants through Community Action Coalition (CAC). She works a lot with the veteran's service office to help veterans apply for service-related pensions.

In her assessment, she determines the needs of her clients, such as whether they need help with Social Security applications, getting free cell phones, signing up for food share, etc. She doesn't have a timeline for how long she can do case management or a cap to her caseload,

which makes her slightly overworked. Most of the time, clients just need a referral, which she gives them, and she also provides follow-up. She does some street outreach near the City-County Building, State Street, and Bethel Lutheran Church. The police, Parks, or other agencies will call her to meet with people, but they need to go with her to meet the person.

Kopp Mueller asked whether the street outreach workers ever talk to one another. Davis said they talk to each other all the time, and Fleenor said they often do cross-referrals to one another. They try to avoid duplicating services.

UPDATE ON COORDINATED ENTRY—HOUSING CRISIS HOTLINE

Dux gave an update on the Housing Crisis Hotline. She said it has been a pilot program for a while, and we've been talking about how to expand coordinated intake, apply certain assessment tools to coordinated intake, etc. We've been talking to the shelters a lot about making sure we have one hotline to access even the shelter system. We're going to put into place a series of options people can choose from when they call into the hotline. For instance, if they are looking for single men's shelter, they will push the button for that choice and automatically go to Porchlight. The Road Home and The Salvation Army have agreed to combine their waiting lists so that people would not be calling separate shelters to get on separate waiting lists. We're hoping to implement this by September 1. We've been waiting to get our staff in place.

We've also been talking about the SPIDAT tool, which is an assessment tool that's been used nationwide and proven to be very successful. It utilizes a point system to determine which housing option might be best for the client.

Weber said The Salvation Army was going to switch from a waiting list to more of a priority list mentality, where we're using this tool to assess families based upon their need to better direct them to the best resources. Dux said that they're trying to divert people from having to use shelter in the first place and to utilize other resources without going into shelter.

Wallinger said they're hoping to do this same phone tree with single men and single women and to have everything up and running by September 1.

Edgren said that the transitional program she works with requires people to spend a night in shelter before they can be helped. Wallinger said that there are some things we should be able to work on in our approach to shelter.

COMMUNITY PLAN TO PREVENT AND END HOMELESSNESS—2013 RESULTS

Wallinger said she wanted to bring the Plan to the HSC Board members' attention. The table has the 2013 results in yellow.

In 2005 and 2006, the Consortium gathered public input and winnowed it down into a plan. There are three major goals. The thinking is that if we can achieve these goals, we can prevent and/or end someone's homelessness. The group decided that unless they committed to the goal of preventing and ending homelessness, then they were just managing homelessness.

The three goals are (1) providing supportive services for people when they need it and as much as they need; (2) providing a safety net, which could include shelter among other options; and

(3) having an inventory of available housing either through available affordable units or with a rent subsidy to make units affordable.

We've had some successes as outlined in the memo. We also have a commitment to look at the plan not less than every five years. The last time it was reviewed was in 2011 in a half-day workshop. We made a few modifications at that time. It's meant to be a plan of action. It's been used by the Common Council and County Board of Supervisors.

Walton shared an article from the *Wisconsin State Journal* in May about tiny homes. Wallinger said they've purchased and closed on a property on East Johnson Street over by Aberg Avenue, and they've received approval for nine homes at the site.

ADJOURNMENT

McKinney moved to adjourn at 12:30 p.m. Fleenor seconded. The motion passed unanimously.

Anne Kenny, recorder