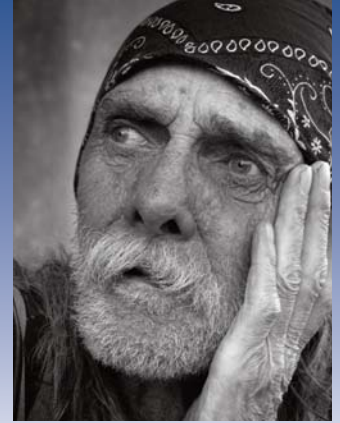


Norfolk Homeless Consortium Annual Report



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2009 was a year of accomplishments, despite difficult economic conditions. 2009 also marked the 5th year of Norfolk's 10 Year Plan to End Homelessness. Norfolk saw an increase in homelessness in the January 2009 Point-in-Time, but the January 2010 count showed a slight decline in homelessness. The creative and assertive strategies, along with incredible dedication of the homeless service providers kept pace with and were just ahead of the numbers of those who were entering homelessness. By the end of the year, Norfolk also launched the Homeless Prevention and Rapid Re-Housing Program, contributing to our efforts.

REGIONAL NEEDS ASSESSMENT

The Regional Task Force to End Homelessness completed a comprehensive Regional Needs Assessment with the help of the Center for Urban and Community Services (CUCS). The report provides Norfolk and our regional partners with targeted recommendations on how we can continue to move forward to end homelessness. Highlights of the recommendations that will help guide our work over the next few years include:

- Increase outreach strategies that focus on moving those persons living on the streets into housing
- Increase day center access to case management, employment, and health services
- Provide a housing-focused service model in emergency shelters with continuing case management after housing placement
- Create permanent supportive housing units/vouchers for singles and families
- Ensure that short-term financial assistance is available to prevent homelessness
- Continue to expand and support quickly accessing disability benefits for homeless persons
- Develop resources to assist persons with housing vouchers and support services for those who are ready to graduate from

permanent supportive housing

- Ensure that emergency shelter is available to those who desire to access shelter

The Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act and changes to federal programs will also provide opportunities for Norfolk to ensure that programs are supported and services are designed to effectively meet the needs of our community.

FACT: The 2009 Point-in-Time Count was conducted the evening of January 28, 2009, and the day of January 29, 2009, by the Office to End Homelessness and the Norfolk Homeless Consortium. Overall, 577 persons were identified as being homeless in the 24-hour count period including 486 sheltered persons and 91 unsheltered persons. The 2010 Point-in-Time count revealed a 4% decrease in the number of homeless persons including 500 sheltered persons and 56 unsheltered persons for a total of 556 people identified as being homeless in a 24-hour count period.

HOMELESSNESS PREVENTION AND RAPID RE-HOUSING PROGRAM (HPRP)

The Homelessness Prevention and Rapid Re-Housing Program (HPRP) is an entitlement formula stimulus grant of \$2,097,079 to the City of Norfolk under the American Recovery and Reinvestment Act of 2009. The City of Norfolk in partnership with other community providers utilize the funds to provide HPRP housing stabilization services, Homeless Management Information Systems (HMIS) support, and financial assistance from October 1, 2009 – September 30, 2011.

HEALTHCARE COMMITTEE

In 2009 the Healthcare Committee continued to support positive relationships with the Park Place Medical Center

Healthcare for the Homeless Program and the St. Columba Ecumenical Ministries Prescription Medication Program.

Park Place Medical Center provided:

383 appointments for new homeless patients

1,449 appointments for returning homeless patients

St. Columba provided:

969 prescriptions to **350** homeless clients.

The Healthcare Committee also provided education to clients and agencies for a unique influenza year and the common issue amongst the community for body lice and bed bugs. The committee cooperated with the Mid-Atlantic Women's Group to find 60 uninsured women and provide them the donation of a screening mammogram. The committee also continued to support the annual Foot Clinic with Dr. Nicholas Midis who examined the feet of 26 clients and with his staff distributed 129 pairs of shoes and 200 pairs of socks. The Healthcare Committee remains committed to enhancing access to primary care, outreach clinics, dental care, and intervention with community partners.

SINGLE ADULTS COMMITTEE

The Single Adults Committee consists of members from agencies who offer services to single adults in the Norfolk community to include housing, employment services, outreach, day centers, emergency shelter, healthcare, mental health services, and a variety of other resources.

One of the primary activities of the committee is to organize the annual Homeless Vigil, held on December 21, 2009, to recognize the lives of six individuals



who lost their lives on the streets of Norfolk as a result of their homelessness. Approximately 45 people attended the candlelight ceremony, which included music selections from locals Tina Micula and Victor Hugo.

The Single Adults Committee has started developing a resource tool to be used by clients and community workers to ensure that Norfolk's single homeless population has access to current information on existing services. The committee is a critical component to the coordination of services for single adults and the development of outreach activities in our community.

HOMELESS MANAGEMENT INFORMATION SYSTEM (HMIS)

Homeless providers receiving federal assistance from the U.S. Department of Housing and Urban Development

(HUD) are required to participate in the Homeless Management Information System (HMIS), a software application that allows providers to identify clients and their utilization of services, while helping to identify other trends and needs.

The HMIS Committee achieved several major outcomes in 2009. First, HMIS was used to generate the 2009 Point in Time Count for Sheltered Persons. Second, by working closely with the Norfolk Department of Human Services, a shelter list report was created using HMIS to help Central Intake streamline data reporting efforts. In line with the committee's efforts to increase HMIS participation, one new provider (The Salvation Army-Norfolk), began utilizing HMIS in 2009. With the addition of HPRP, several major objectives were accomplished in a short time span to include the development of new programs, training of new users in data entry, and the successful submission of the first Quarterly Progress Report (QPR) with data to HUD.

Another milestone for the year was the submission of the first Annual Homeless Assessment Report (AHAR) to HUD. A year-end review of HMIS data showed 489 clients in the system.

2009 HMIS USERS

ACCESS AIDS Care • Barrett Haven, Inc. • ForKids, Inc. • Norfolk Community Services Board • Norfolk Department of Human Services • St. Columba Ecumenical Ministries • TACT-Tidewater AIDS Community Taskforce • The Dwelling Place • The Planning Council • The Salvation Army-Norfolk • Virginia Supportive Housing • YWCA of South Hampton Roads

CENTRAL INTAKE FAMILIES

Since launching in 2007, Norfolk's Central Intake for Families has continued to grow and show positive outcomes for the families served. In 2009 the system benefited by funding through the Homeless Prevention and Rapid Re-Housing Program to expand the ongoing case management component for families receiving financial assistance to avoid or end a homeless episode.

This increase provides the opportunity for more families to receive ongoing services to fully stabilize the family in permanent housing. HPRP also provided the opportunity for the Homeless Action Response Team (HART) to again partner with ForKids to provide tenancy and budgeting classes to persons seeking financial assistance. Classes are held twice weekly and families are encouraged to attend to gain knowledge on money management and being a good tenant.

In 2009, over 2,300 families sought financial assistance through the HART program. Of these families financial as-

sistance was provided to over 540 households and approximately 159 families received ongoing case management services to ensure stability once housed or to prevent a homeless episode. Additionally, through our shelter partnership, emergency shelter was provided to 117 families.*

*Data for financial assistance is based on fiscal year not calendar year.

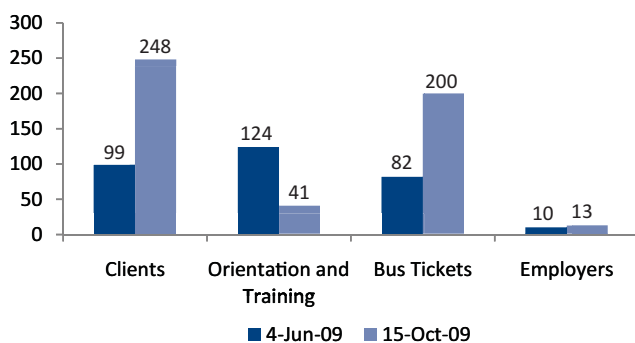
FACT: The Housing Broker Team (HBT) launched in August 2007 and is made up of Housing Specialists that connect with landlords to build relationships to expand rental opportunities for families presenting to the HART (Homeless Action Response Team) at the Department of Human Services for financial assistance. In 2009 the HBT negotiated with landlords to facilitate the rental process and move in 250 families. Through outreach and regular marketing of the program, the Housing Specialists recruited 92 new landlords into the program with 951 possible new available units in 2009.

EMPLOYMENT TASKFORCE

The Employment Taskforce works to develop strategies to help the homeless population gain and maintain employment. The Employment Taskforce hosted two Norfolk Employment Connects in June and October of 2009, an event sponsored by the Norfolk Homeless Consortium and the Office to End Homelessness to provide clients with access to employment resources. Both events provided 347 individuals with access to 23 ready-to-hire employers. The Taskforce worked with volunteers and case managers to update, draft or review 83 resumes and distribute over 280 bus tickets to assist with transportation for follow-up appointments and interviews.

The Taskforce facilitated three Brown Bag employment related trainings providing case managers with the resources needed to help client's cleanup criminal records, overcome employment barriers, and access the Virginia Workforce Connect Systems Training / Virtual One Stop through the Virginia Employment Commission.

Norfolk Employment Connect Results



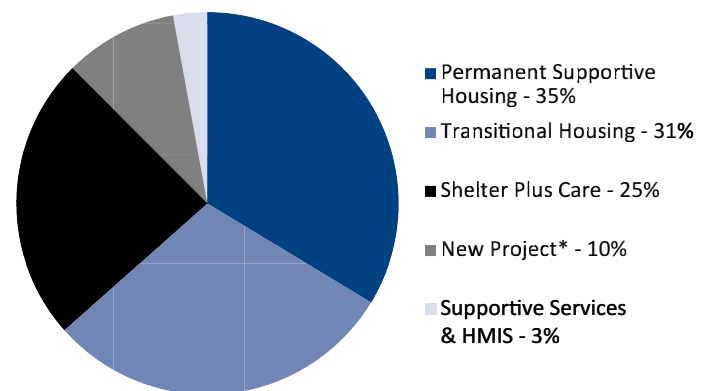
CONTINUUM OF CARE COMMITTEE

The Continuum of Care (CoC) Committee coordinates the application process for Norfolk's homeless providers re-

ceiving funds from the Department of Housing and Urban Development (HUD). These funds allow agencies in Norfolk to continue to meet the needs of homeless individuals and families in our community through permanent supportive housing, transitional housing and services programs. The committee works to ensure programs comply with HUD's requirements and meet standards of performance, as well as provides support to agencies. For the 2009 CoC funding competition, all renewal applications were approved at level funding and a new program was submitted for 10 new permanent supportive housing beds.

*The 2009 Continuum of Care Application included one new project. Award announcements for renewal projects were released in December 2009; however announcements for new projects are expected to be announced in 2010.

2009 Continuum of Care Award



FACT: According to the 2008 Housing Inventory Charts submitted to HUD, South Hampton Roads has 19 emergency shelter programs with 999 beds. 686 are designated for individuals (including overflow and seasonal) and 313 are for families. Norfolk has the greatest number of beds with 387 (including seasonal and overflow) for individuals and 106 family beds.

NORFOLK HOMELESS CONSORTIUM 2009-2010 GOALS

Increase the number of non-CoC funded agencies participating in HMIS.

Increase participating in the Homeless Vigil.

Increase the number of persons employed through continued Employment Connect Events in partnerships with the business community.

Work with the City to expand the number of agencies participating in the Standards of Care review process.

Utilize the results of the community needs assessment to determine the priorities of the Norfolk Homeless Consortium.

Increase focus on ex-offenders through targeted efforts in all committees.

2009 HOUSING INVENTORY

Year Round Beds	Emergency Shelter	Transitional Housing	Permanent Supportive Housing	Total
Single Beds	200	62	139	401
Family Units	112	71	131	314
Chronic Homeless Beds	—	—	86	86

2009-2010 COMMITTEES

Employment Taskforce

Works to develop strategies to help the homeless population gain and maintain employment.

Continuum of Care Committee

Writes the Continuum of Care (CoC) statement and ensures that all funded agencies adhere to any HUD policy changes.

Homeless Management Information System Committee

Ensures quality data collection and reporting by all providers within the Norfolk Homeless Consortium, including HPRP funded service providers.

Single Adults Committee

Advocates for single homeless adults and develops programs and funding that will be used for permanent housing and services for single adults.

Healthcare Committee

Ensures access to health care services for the homeless population.

Central Intake/Families Committee

Coordinates the implementation of the Central Intake System for homeless families.

NORFOLK HOMELESS CONSORTIUM

MISSION

To develop, sustain and coordinate a comprehensive continuum of care for the homeless citizens of the City of Norfolk in order to move the homeless population toward self-sufficiency and, ultimately, to eliminate homelessness.

HISTORY

The Norfolk Homeless Consortium (NHC) has been meeting since 1993 and has received funding from the U.S. Department of Housing and Urban Development (HUD) since 1995 to support its providers. Members of the Consortium make up the vast array of homeless assistance programs in Norfolk, Virginia, including emergency shelters, transitional housing, permanent supportive housing, homeless prevention, mental and physical health assistance, financial assistance, food, clothing closets, child care, and other emergency assistance needs.

NORFOLK HOMELESS CONSORTIUM MEMBERS

2009-2010

Abyssinia Baptist Church
 ACCESS AIDS Care
 Barrett Haven, Inc.
 Bill Groom
 Bon Secours DePaul Medical Center
 CAMG, Inc.
 Catholic Charities
 ForKids, Inc.
 Ghent Area Ministry
 Habitat for Humanity of South Hampton Roads
 Hospitality for the Homeless
 Love Unlimited Ministries, Inc.
 New Hope Church in Christ
 Norfolk Community Services Board
 Norfolk Department of Human Services
 Norfolk Office to End Homelessness
 Norfolk Public Schools
 Norfolk Redevelopment and Housing Authority
 Portsmouth Community Health Center
 Residential Options, Inc.
 Sacred Heart Church
 Second Chances
 St. Columba Ecumenical Ministries, Inc.
 The Dwelling Place
 The Planning Council
 The Salvation Army
 The STOP Organization
 Tidewater AIDS Community Task Force
 Union Mission
 Urban League of Hampton Roads, Inc.
 Virginia Social Ventures
 Virginia Supportive Housing
 YWCA of South Hampton Roads

EXECUTIVE COMMITTEE

Chair

Stacie Walls-Beegle, ACCESS AIDS Care

Vice-Chair

Martha Gorman, Ghent Area Ministry

Secretary

Cynthia Thompson, Second Chances

Treasurer

Mary Aab, Virginia Supportive Housing

Office to End Homelessness

Sarah Paige Fuller, Director

Continuum of Care Committee Chair

Alicia Mathews, St. Columba Ecumenical Ministries

Continuum of Care Coordinator

Yilla Smith, The Planning Council



FACT: In 2009 the Norfolk Homeless Consortium had 33 dues paying members and several other agencies who participate regularly in the activities of the Consortium. For a complete list of NHC members visit www.norfolkhomelessconsortium.org.