

# Wake Prevent!

## Wake County Homelessness Prevention Program

### Program Overview

9/30/2019



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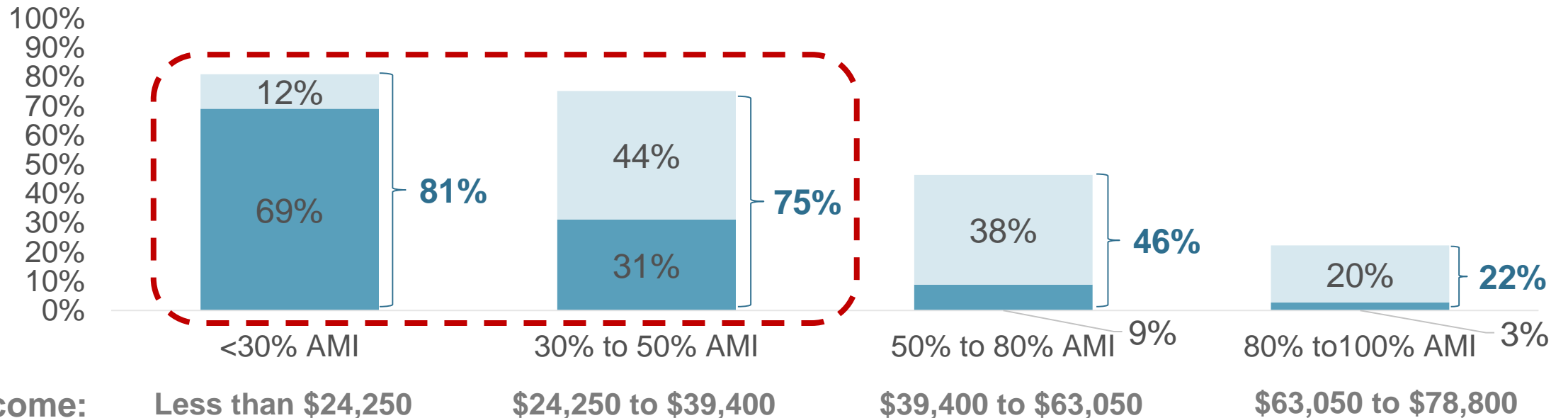
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# Wake County Housing Crisis

Households in Wake County with incomes below \$39,000 are largely unable to find affordable housing, with the majority spending more than half their income on housing

## COST-BURDENED HOUSEHOLDS 2014

■ Extremely Cost Burdened (>50% income) ■ Cost Burdened (30-50% income)



# Why Homelessness Prevention?

**While Wake County works to build new housing, homelessness must be prevented from occurring.**

Funded in FY20, the Housing Resource Team (HRT) is responsible for implementing Wake County's Homelessness Prevention Program, Wake Prevent!.

Using a best practice approach to prevention and diversion services, this program helps struggling Wake County residents secure access to and/or maintain affordable housing.

42,000 Renters Spend  
50% or More on  
Housing

26,000 or 60%  
earn less than  
\$24,000 annually

Rents  
are up  
35%

Median  
Income  
has only  
increased  
by 16%

3,400 new  
low-  
income  
families  
each year

Loss of  
900  
affordable  
units  
annually

# Housing Resource Team Services

## Information

Housing Information Sessions

Landlord Recruitment

Private & Public Housing Resources

## Education

Ready to Rent

Tenant Rights and Responsibilities

Be a Good Neighbor

## Assistance

Homeless Prevention Financial Assistance

Diversion & Prevention Case Management Services

Relocation Response

# HRT Locations

Although the Wake Prevent! program will not take walk-ins and will only accept referrals through Coordinated Entry, staff will be co-located in existing Community Service Centers throughout Wake County. This design is to ensure ease of access for clients needing to schedule appointments with HRT Social Workers.

## Appointment Locations

### **Wake County Northern Regional Center**

350 East Holding Avenue Wake Forest, NC 27587

### **Wake County Southern Regional Center**

130 North Judd Parkway North East Fuquay-Varina,  
NC 27526

### **Wake County Eastern Regional Center**

1002 Dogwood Drive Zebulon, NC 27597

### **Western Wake Regional Center**

111 James Jackson Avenue #219 Cary, NC 27511

### **Wake County Human Services Center – Swinburne**

220 Swinburne Street Raleigh, NC 27610

### **Oak City Cares – Housing Services Center**

1430 S. Wilmington Street Raleigh, NC 27603

### **InterAct – Domestic Violence Services Center**

- 1012 Oberlin Road Raleigh, NC 27605

**\*\*Each location will have an HRT Social Worker on-site for appointments two (2) days per week, with the exception on Oak City Cares, which will take appointments four (4) days per week.**

# HRT Social Worker Site Schedule

Cassandra	Weekly Team Meeting	Supervision w/Sophia	Supervision w/Monica	Supervision w/Saadia	Supervision w/ Michelle
Monica	OCC	OCC	Mgmt./Prep	OCC	OCC
Michelle	InterAct	West	InterAct	West	Mgmt./Prep
Sophia	East	Mgmt./Prep	North	East	North
Saadia	Swinburne	South	Swinburne	Mgmt./Prep	South

# Wake County Continuum of Care (CoC) Collaborative Applicant

Every HUD identified geographic area in the Nation has a designated Collaborative Applicant. This is the only entity that can apply for Federal Continuum of Care (CoC) funding, on behalf of the community, to serve our literally homeless population.

The Collaborative Applicant is also responsible for implementing and managing the community's Coordinate Entry process. This process exists, Nation-wide, to ensure that local systems are prioritizing those of the greatest need.

In Wake County (HUD designation: NC-507), the Raleigh/Wake Partnership to End and Prevent Homelessness ("the Partnership") is our Federally recognized 501(c)(3) Collaborative Applicant.

# Wake Prevent! Referral Process

All referrals for Wake Prevent! will come through the Coordinated Entry process. This process requires that electronic referrals be made in the Homeless Management Information System (HMIS), with the exception of Domestic Violence (DV) referrals, which will come directly from InterAct, via email to [PreventionReferrals@Wakegov.cm](mailto:PreventionReferrals@Wakegov.cm).

The referral process is managed by the Intake Coordinator and is as follows:

- HMIS and DV referrals received
- Targeting Tool completed
- Appointments with Social Workers scheduled for qualified residents
  - Appointments will only be scheduled for each Social Worker four days per week to allow one day for supervision and deskwork.
  - Appointments will only be scheduled for the following time periods daily
    - ✓ 10am – 11am
    - ✓ 11am – 12pm
    - ✓ 1pm – 2pm
    - ✓ 2pm – 3pm



# HRT Positions

The Housing Resource Team consists of a seven (7) position staff design. Each position is integral to the success of our clients and, ultimately, the program itself.

Housing Resource Team Supervisor: Cassandra Dabbs

Intake Coordinator: Amanda Renfroe

Housing Navigator: Letha Williams

Social Workers:

- Sophia Sibert
- Monica Cheek
- Michelle Graham
- Saadia Bookhardt-Smith

# Team Supervisor

## Responsibilities:

- Supervision of the Housing Resource Team
- Addressing client and community grievances
- Document management & quality control
- Approval of recommended rental assistance agreements
- Submission of documentation to Division Director for approval of direct assistance
- Management of multiple direct assistance budgets
- Collaboration with co-location site managers
- Program outcomes & reporting
- Approval of clients for The Green Chair Project

# Intake Coordinator

## Responsibilities:

- Receipt of referrals through Coordinated Entry
- Completion of Wake Prevent! Targeting Tool
- Scheduling of appointments with Social Workers for residents that qualify for Wake Prevent!
- Provides qualified residents information of documentation needed for appointments with Social Workers
- Provides information on community resources for residents that do not qualify for Wake Prevent! assistance (Diversion)

# Housing Navigator

## Responsibilities:

- Developing relationships with local Property Management Companies and Landlords
- Advocating to Property Manger and Landlords on behalf of Wake Prevent! clients
- Collection and management of local unit vacancy information, to include requirements for tenant approval
- Working with Social Workers to find appropriate housing resources for qualified Wake Prevent! applicants
- Coordination and instruction of Ready to Rent and other housing related workshops

# Social Workers

## Responsibilities:

- In-person interactions with Wake Prevent! clients
- Completion of Wake Prevent! Intake Packets
- Assessment of and client connection to additional community resources required for housing stabilization
- Timely submission of all required documentation to request direct assistance payments
- Consistent engagement and follow-up with clients and Landlords
- Client advocacy with Landlords and Property Management Companies
- Recertifications (in three (3) month intervals)
- Recommendation of clients for and coordination with The Green Chair Project

# Wake Prevent! Financial Assistance

Rental assistance may be approved for clients who are:

1. Currently fleeing or attempting to flee domestic violence
2. Doubled up (couch surfing) and client has been told by the lease holder to vacate the unit
3. A leaseholder and has received a notice to vacate the property by the property owner or manager
4. Paying for a hotel/motel without assistance
5. Exiting an institution (mental/physical health or jail/prison) and has no resources or support system to assist upon release

***\*\*For all households: The expected loss of housing must be less than thirty days away and the household's income must be less than 50% of Area Median Income***

# Partnership with The Green Chair Project

The Green Chair Project reuses gently-used household furnishings to renew lives of participants, referred from area programs, who are recovering from or facing homelessness, crisis or disaster.

Through a HACR/Green Chair Project partnership, each Wake Prevent! household will be provided access to furnishings for their entire home, at no cost to them.



**\*\*Households will be required to complete a Ready to Rent workshop prior to approval for home furnishings.**

# “Paperless” Program

To ensure client data privacy, Wake Prevent! is a “paperless” program.

This means that the following are true:

- There will be **NO** paper files kept
- All files will be stored on the Hs2shared(//Data1)(S:) drive, Housing Resource Team folder
  - All HRT staff on the will have read/write access to this folder. Permission for sub-folders is restricted to necessary parties only
- Sub-folders are as follows
  - HRT Supervisor
  - Intake Coordinator
  - Housing Navigator
  - Social Workers
    - ✓ Michelle Graham
    - ✓ Monica Cheek
    - ✓ Sophia Sibert
    - ✓ Saadia Bookhardt-Smith



# “Paperless” Program: Process & Privacy

## All Wake Prevent! documents will be:

- Printed
- Signed by all required parties
- Scanned to staff members email
- Placed in their appropriate virtual folder
  - Documents can be moved virtually through the approval and payment process from there
- All paper copied **MUST** be destroyed on-site
  - Absolutely **NO** paper documents are to be left in offices or transported from their original location

# Questions?

## Wake County Department of Housing Affordability & Community Revitalization Leadership Contact Information

Lorena D. McDowell, Housing Affordability & Community Revitalization Department Director: [lorena.mcdowell@wakegov.com](mailto:lorena.mcdowell@wakegov.com)

Alicia Arnold, Equitable Housing & Community Development Division Director: [alicia.arnold@wakegov.com](mailto:alicia.arnold@wakegov.com)

David Harris, Homeless & Prevention Services Division Director: [dharris@wakegov.com](mailto:dharris@wakegov.com)

Diane Cilento, Permanent Housing & Supportive Services Division Director: [diane.Cilento@wakegov.com](mailto:diane.Cilento@wakegov.com)

Vanessa Kopp, Strategic Advisor for Data: [vanessa.kopp@wakegov.com](mailto:vanessa.kopp@wakegov.com)

Cicely Childs, Business Officer: [cicely.childs@wakegov.com](mailto:cicely.childs@wakegov.com)