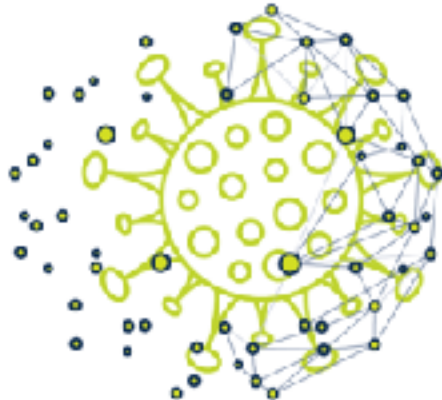


HouseWake! A Time for Innovation

David Harris, Division Director: Homeless and Prevention Services

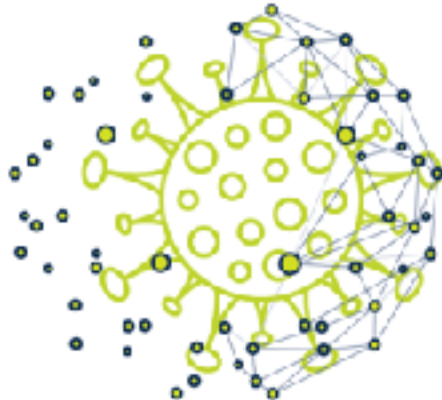
Vanessa Kopp, Strategic Advisor for Data



A Year of Crisis

Using Human Services Data
to Recover from the Pandemic

House Wake!: A Strategic Plan to Minimize the Effects of COVID-19 on Homeless and Precariously Housed Wake County Residents, While Maximizing Opportunities for Positive Long-term Outcomes



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The HouseWake! Approach

- 4 Main Components of the **HouseWake! Model**:
 - Phased Approach
 - Blended funding streams
 - Sustainable system and program improvements
 - Prioritization





Stakeholder Engagement

March 2020

- Responding and planning at the same time
- System slowed to a virtual stop
- Immediate changes to processes

April 2020

- Daily CoC Calls
- Solicit community input
- Align agency expertise with service gaps
- Draft House Wake! Plan

May 2020

- Returned to the community with HouseWake! Plan
- Issued RFPs
- Selected partners

June 2020 to Present

- Initiate Programs
- Adapt & implement program changes
- Focus on outcomes

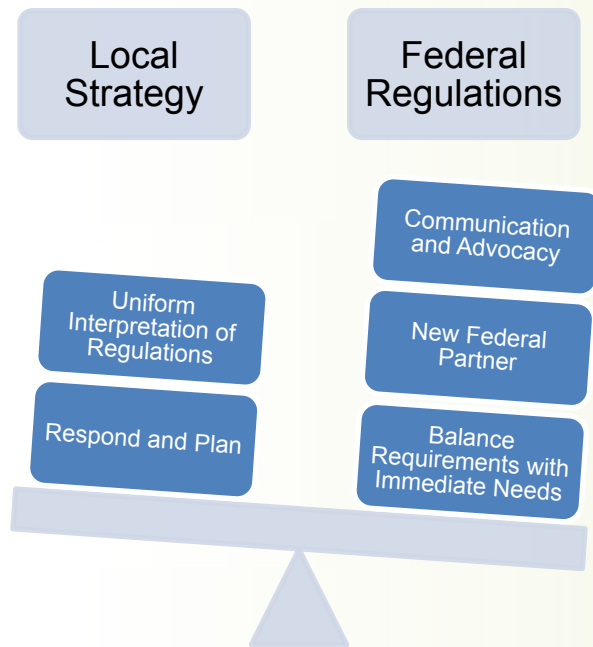


House Wake! Community Partners

- Triangle Family Services
- Families Together of Wake County
- Salvation Army of Wake County
- The Green Chair Project
- Legal Aid of North Carolina
- Telamon Corporation
- Capital Area Workforce Development
- Alliance Health
- Fellowship Health Resources
- Yelvertons
- Carolina Outreach
- Catholic Charities Raleigh Diocese
- Haven House Youth Services
- The City of Raleigh
- The Raleigh/Wake Partnership to End Homelessness
- Healing Transitions
- Urban Ministries- Helen Wright
- InterAct Services of Wake County
- Monarch
- Southlight



Step 2: Balance Local Strategy with Regulations



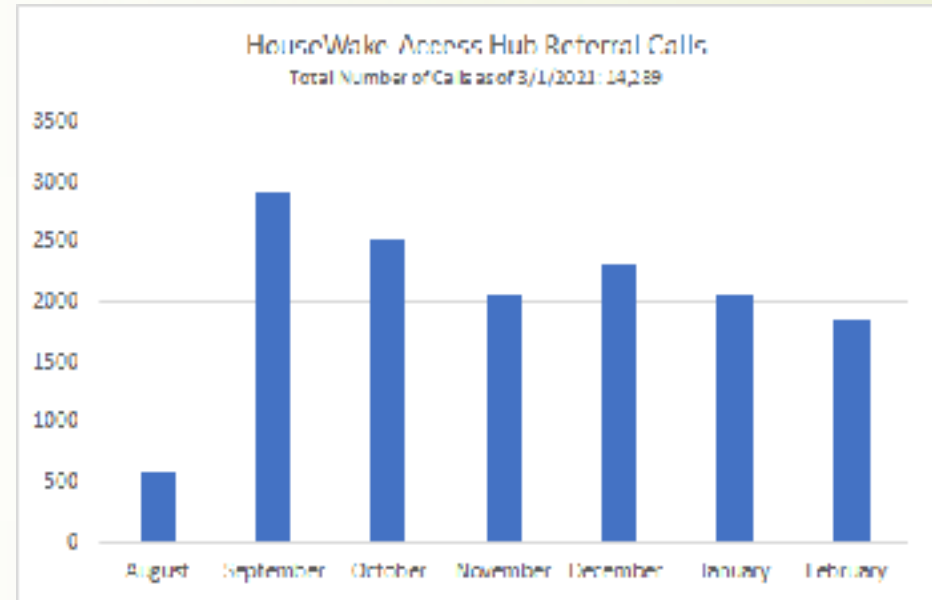


Step 3: Implement System Changes

Goal: Leverage crisis to develop and implement long-term and sustainable system-level improvements

Strategies:

- HouseWake! Access HUB
 - Single point of entry into Coordinated Access
 - The right information at the right time
 - Provide friendly and compassionate service
 - Assess your needs
 - Assist in producing creative solutions
 - Assist in figuring out what resources are available
 - Provide referrals to shelters, street outreach projects, or prevention programs, if necessary
 - Eliminate the need to constantly call shelters for bed space





Step 3: Implement System Changes

Goal: Leverage crisis to develop and implement long-term and sustainable system-level improvements

Strategies:

- **Housing Navigation Unit** coordinates housing between landlords. Offering clients real time access to landlords and affordable housing units
 - Sign on Bonus: Up to \$750 per lease signed with HOUSE WAKE!
 - Risk Mitigation Reimbursement: Up to \$2,500 beyond security deposit
 - Negotiate tenant requirements
 - Provides continued support to participating property managers

Housing Navigation Unit

Program Launch Date: 6/1/2020

34

Number of
Families Matches
to Housing

28

Number of Landlords
Enrolled as of 3/1/21

192

Number of Units
Identified

146

Number of
Shared Housing
Units

101

Number of Signing
Bonuses Paid

\$73,725

Total Spent on
Signing Bonuses



Step 4: Implement Program Expansion/Changes

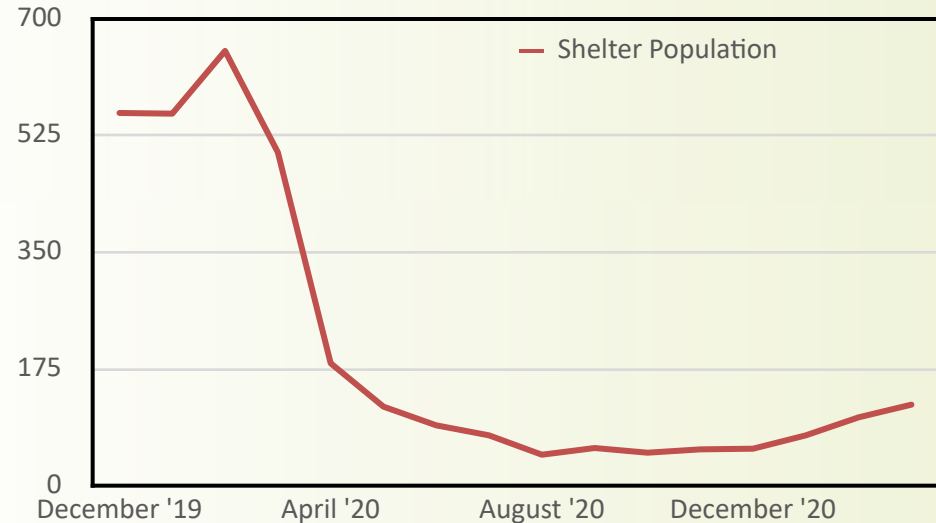
- **Street Outreach:** Increase agency capacity to connect unsheltered individuals with available services
 - **Fund Basic Needs: Oak City Cares mobile showers and laundry** provided to residents continuing to experience street homelessness
 - **Laundry: Served 406 unique individuals (as of 12/31/20)**
 - **Showers: Served 623 unique individual (as of 12/31/20)**
 - Increase Staff Capacity and Assessment
 - Understand impact of shelter capacity reduction



Step 4: Implement Program Expansion/Changes

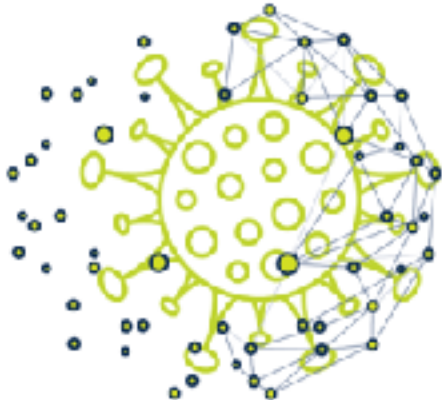
- **Emergency Shelter:** De-densification of shelter population; prevent spread of COVID- 19 in congregate settings
 - Fund shelter design improvements to promote social distancing and sanitation.
 - Implement Cohort Model for Emergency Shelter
 - Lead to sense of safety, trust, and community building among cohorts
 - Shelter population shifts
 - Hotels to Housing Program
(cont. next slide)

SWSC Shelter Population



Hotels 2 Housing

Wake County COVID-19 Unsheltered &
Vulnerable Resident Crisis Response



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Introduction to H2H

- Originated as *Healthy Hotels* under the Wake County Emergency Operations Center (EOC) COVID-19 Event.
- Housing Department transitioned the *Healthy Hotels* to **Hotels 2 Housing** (H2H) in late June 2020.
- Designed to provide safe, non-congregate emergency shelter to individuals and families experiencing homelessness **with high-risk health conditions**.
- Designed to compensate for reduced emergency shelter capacity as congregate shelters implemented social distancing measures
- All clients served in H2H had one or more medical condition that put them at high risk of hospitalization or death if they contracted COVID-19.



Site Operation

2 Hotel Sites:

100 Rooms at Family Site: Families with minor Children

- Operated by **InterAct** in partnership with **Salvation Army** and **Families Together** to provide Rapid Rehousing and Case Management services.

120 Rooms at Single Adult Site: Includes couples, families with older children, siblings, etc.

- Operated by **Triangle Family Services**, also provided Rapid Rehousing and Case Management services.
- H2H fully integrated with the Coordinated Access System led by the Raleigh/Wake Partnership.
- All referrals to H2H went through the Access Sites and Access HUB



Other Partnerships:

All services were co-located and available 7 days a week at each site

- **Behavioral Health:** Alliance Health, Monarch, Southlight, Yelvertons, Carolina Outreach, and Fellowship Health Resources, for on-site and tele-psych behavioral health services
- **Security:** Wake County Sherriff's Office, Raleigh Police Department, York Security
- **Healthcare:** Nurse on-site 7 days a week for emergency care, triage, medication management support, and telemedicine facilitation through telehealth software.
- **Prescription Delivery and Telemedicine:** Advance Community Health
- **Transportation Services:** Go Wake Access, TaxiTaxi
- **Other:** AA, NA, CA, and Healing Transitions Peer Support available for guests engaged in substance use recovery.



Total Cost : \$6,643,726 (Six Months)

- **Hotel Rooms & Meals:** \$4,301,765
- **Site Operations and Case Management:** \$868,809
- **Security:** \$344,123
- **Transportation:** \$132,798
- **Nurse:** \$101,162
- **Prescription Payment Assistance/Delivery:** \$40,291
- **Telehealth Software:** \$9,050 (includes one-time \$5,000 contract fee)
- **Behavioral Health:** \$0 (through partnerships)
- **Rapid Exit Services:** \$20,000
- **Rapid Rehousing Direct Assistance:** \$825,728



Result:

Hotels to Housing

378

Total Number of
Referrals

297

Total Number of
Households Served

643

Total Number of
Individuals Served
(adults and children
combined)

200+

Total Households
Permanently
Housed

301

Total Individuals
Housed (adults and
children combined)

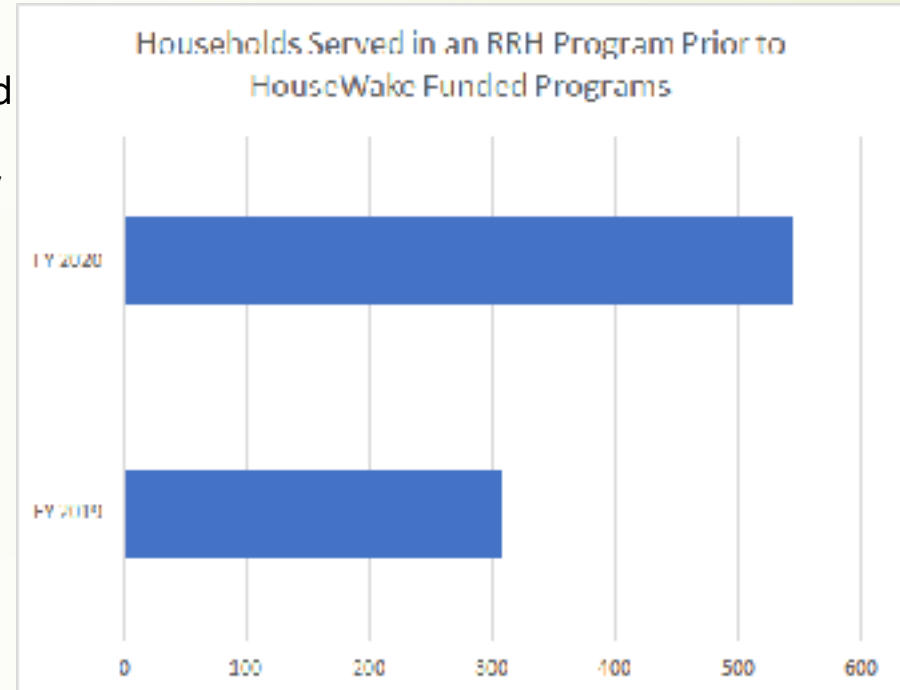
0

Number of Clients
Exited to an
Unsheltered Location
at Program Close



Step 4: Implement Program Changes

- **Rapid Rehousing:** Increase diversification of revenue streams to provide case management and rental assistance
 - Fund RRH using CARES Act, ESG-CV, CDBG-CV
 - Test an abbreviated RRH model (3-6 months of assistance)
 - Test Rapid Exit funding
- **Eviction/Homelessness Prevention:** Mitigate loss of housing due to COVID-19 impact on income
 - Hotel Families Program
 - **Served 155 households; 500 people**
 - Eviction Prevention (cont. next slide)





Eviction Prevention Program

The House Wake! Eviction Prevention Program consists of a robust, three-step intervention process:

- **Eviction Prevention** – Through the selected program administrator, Telamon Corporation, intervention #1 provides financial assistance to tenants and landlords to cover a portion of rent shortfalls resulting from a loss of income
- **Eviction Mediation Services** – Through a partnership with Legal Aid of North Carolina, intervention #2 provides pro-bono legal support for tenants who need legal counsel to negotiate filed evictions with landlords
- **Relocation Assistance** – Intervention #3 assists with relocating residents whose housing could not be stabilized through interventions 1 or 2



Questions?

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